

# Quarterly Service Performance Review

## First Quarter, FY 2011

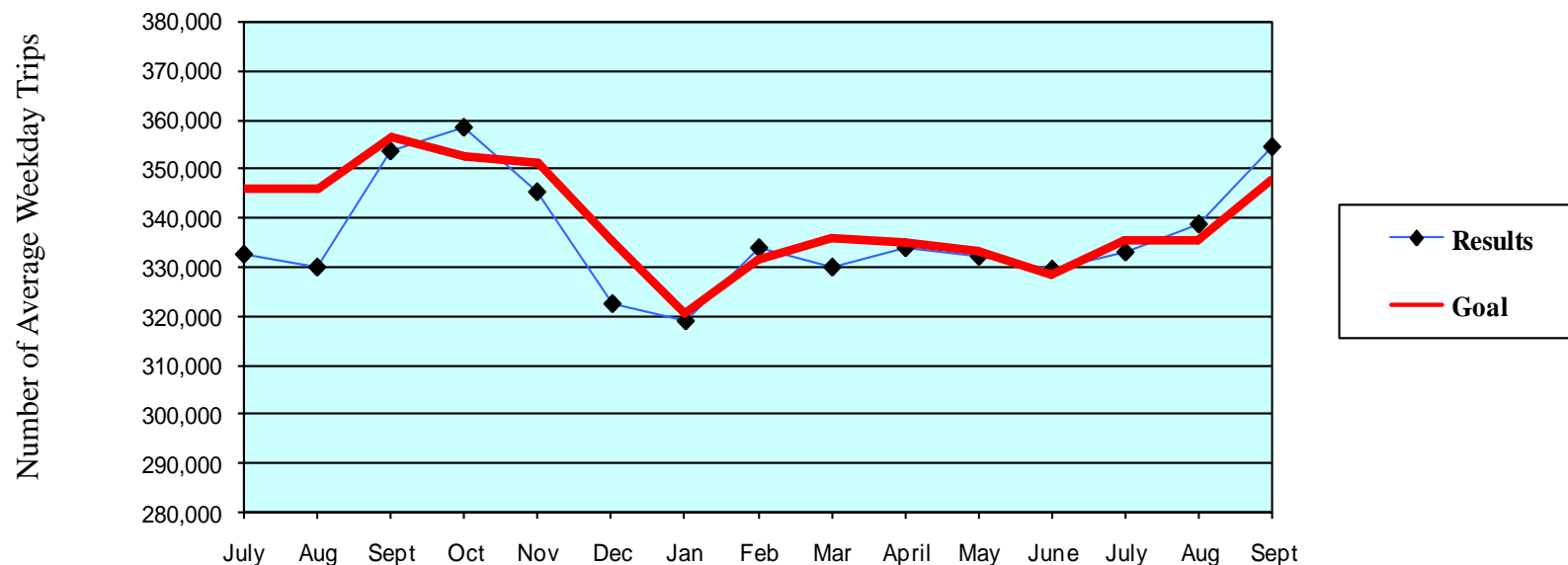
### July - September, 2010

#### Engineering & Operations Committee

## FY11 First Quarter Overview...

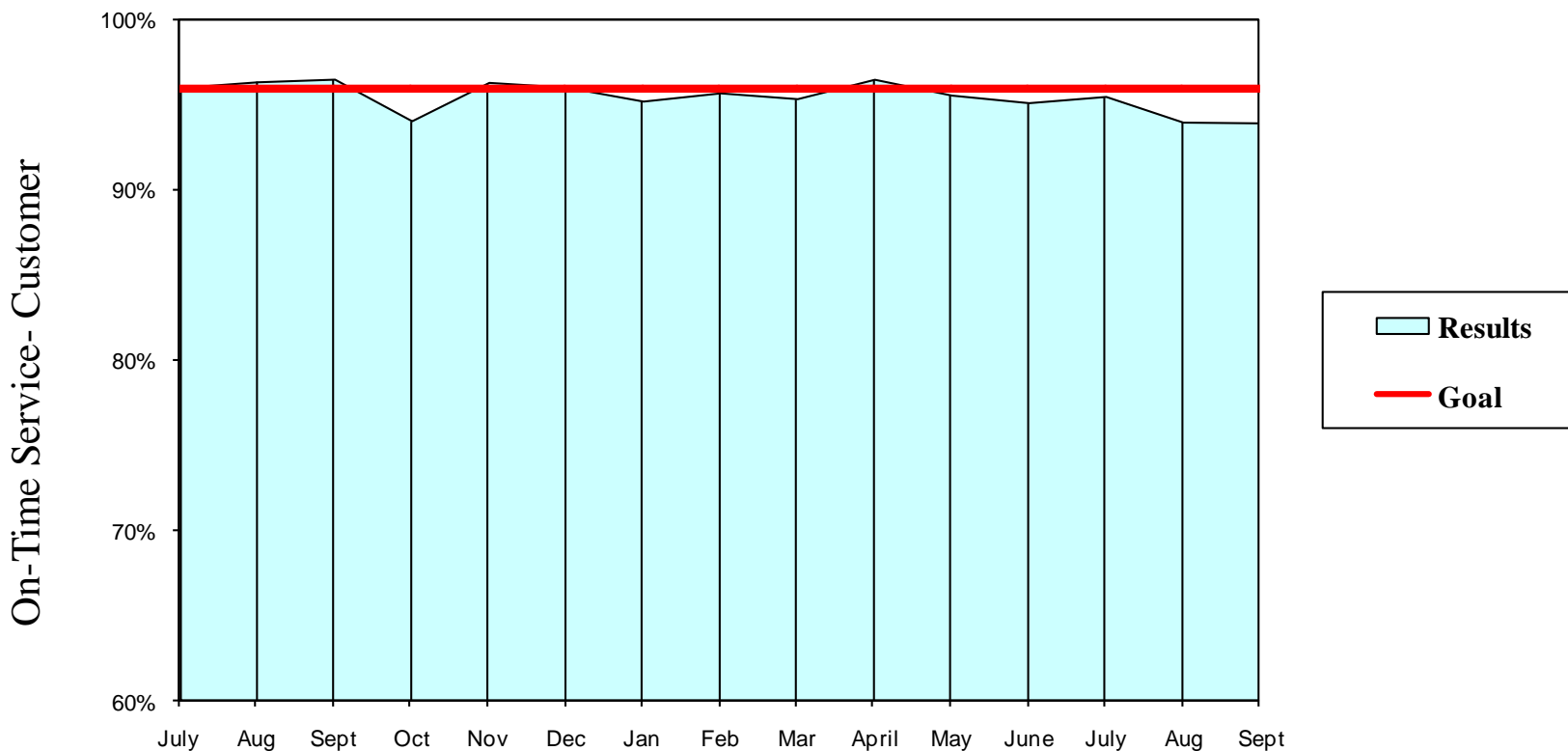
- ✓ Generally, slight decline in system performance – most availability goals still met
- ✓ Goals established for nine indicators based on actual performance, cumulative budget reduction impacts and “continuous improvement” approach
- ✓ Slight positive turnaround in ridership numbers
- ✓ Complaints generally tracked with performance indicators; cleanliness complaints up and service complaints down

# Customer Ridership



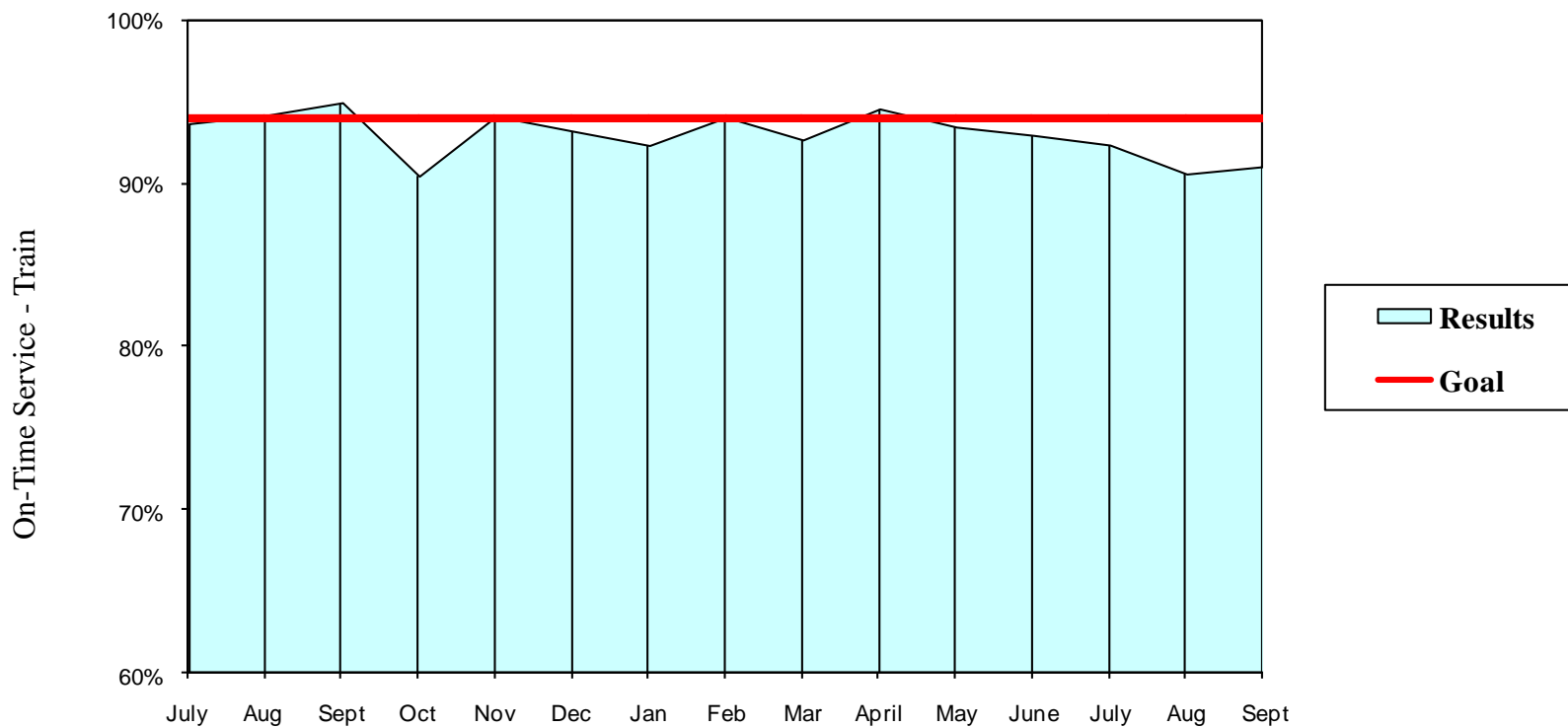
- ✓ Total ridership very slightly over budget with a growth of only 0.2% from last year
- ✓ Average weekday ridership up 1.1% over same quarter last year; core weekday ridership up by 0.6% and SFO Extension weekday ridership up by 4.7%
- ✓ Average Saturday ridership down by 1.8% from last year, Sunday down by 0.9%

## On-Time Service - Customer



- ✓ 94.47%, below 96% goal
- ✓ 6 of the 8 biggest delays due to PG&E outages, person on trackway, police action (Oakland Shop) and an earthquake.

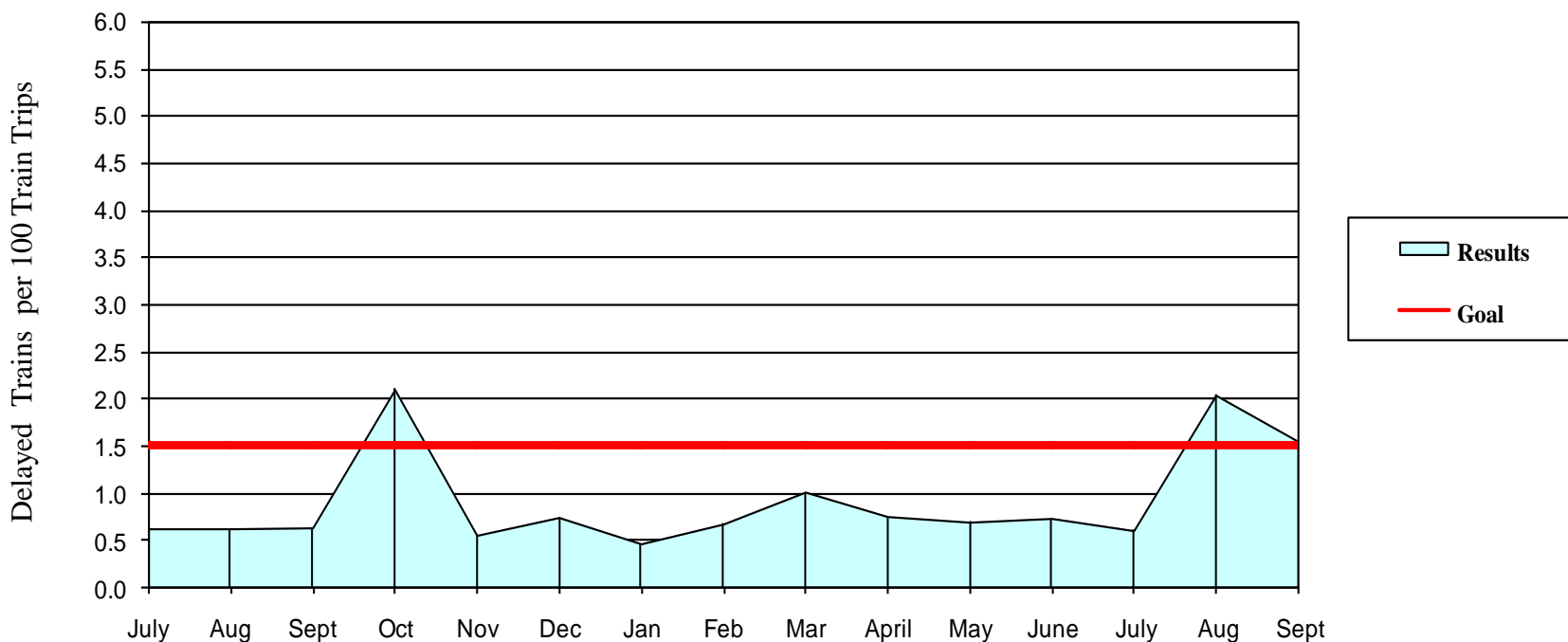
# On-Time Service - Train



- ✓ Goal not met
- ✓ 43.3% of late trains charged to “Miscellaneous” category
- ✓ Biggest single event (198 late trains) due to heat related train control problems on 8/24
- ✓ Transbay Tube speed reduction (since restored), due to loss of high voltage cable redundancy, caused approximately a 1% drop in on-time performance

# Wayside Train Control System

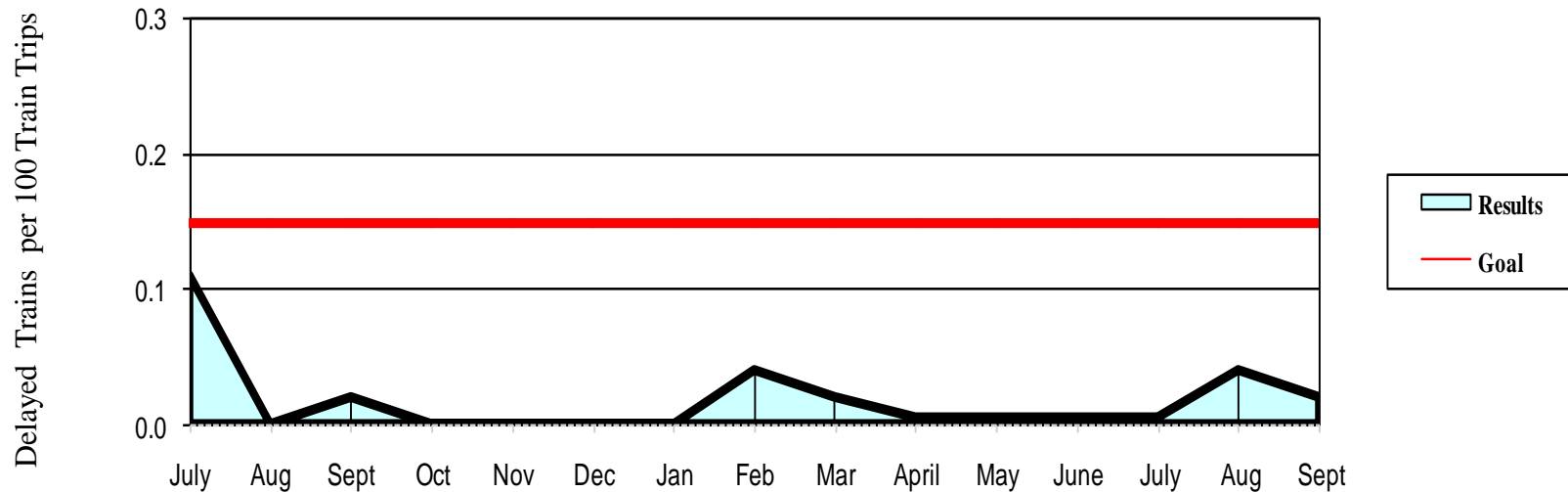
**Includes False Occupancy & Routing, Delays Per 100 Train Runs**



- ✓ Goal met
- ✓ Completed C&D Block Replacement Project for 62 high use switch machines
- ✓ August results impacted by hot weather and overheated train control room in Daly City/Colma area.

# Computer Control System

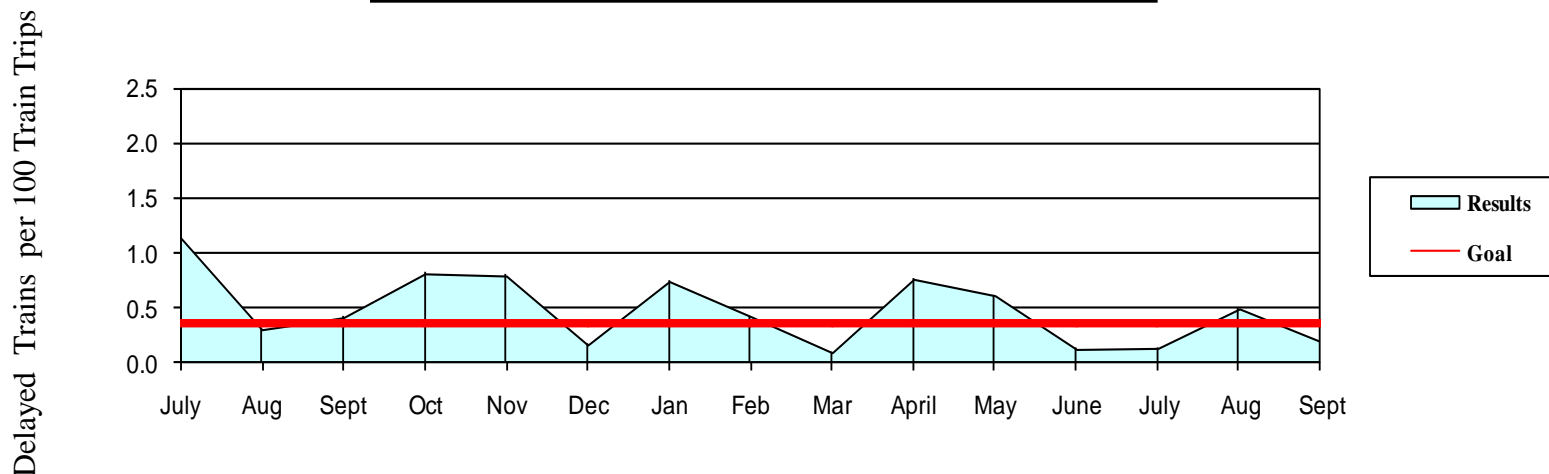
Includes ICS computer & SORS, Delays per 100 train runs



✓ Goal met

# Traction Power

**Includes Coverboards, Insulators,  
Third Rail Trips, Substations,  
Delays Per 100 Train Runs**



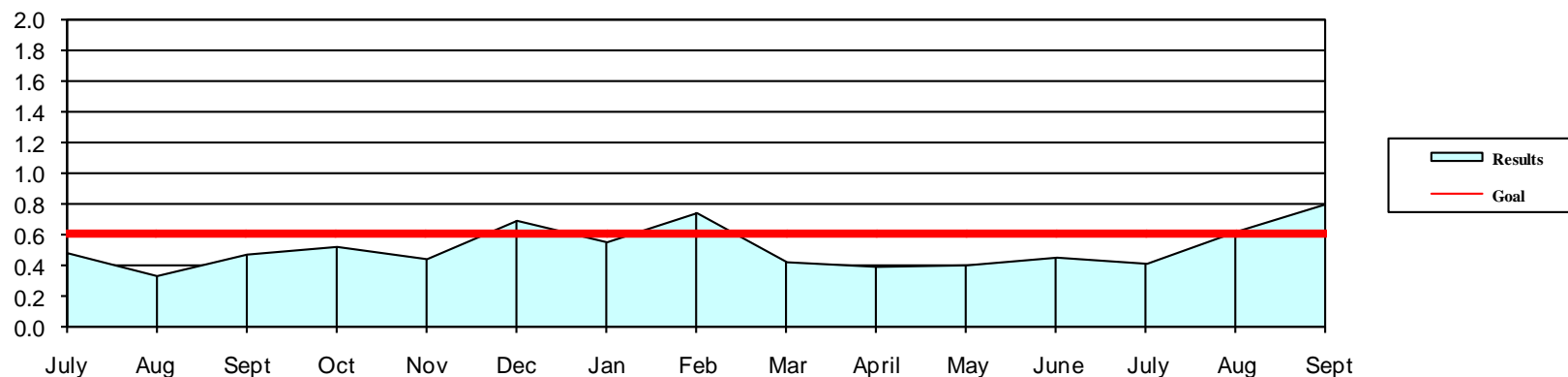
- ✓ Goal met, performance improved
- ✓ Coverboard bracket projects beginning to have a positive impact



# Transportation

**Includes Late Dispatches, Controller-Train  
Operator-Tower Procedures and Other  
Operational Delays Per 100 Train Runs**

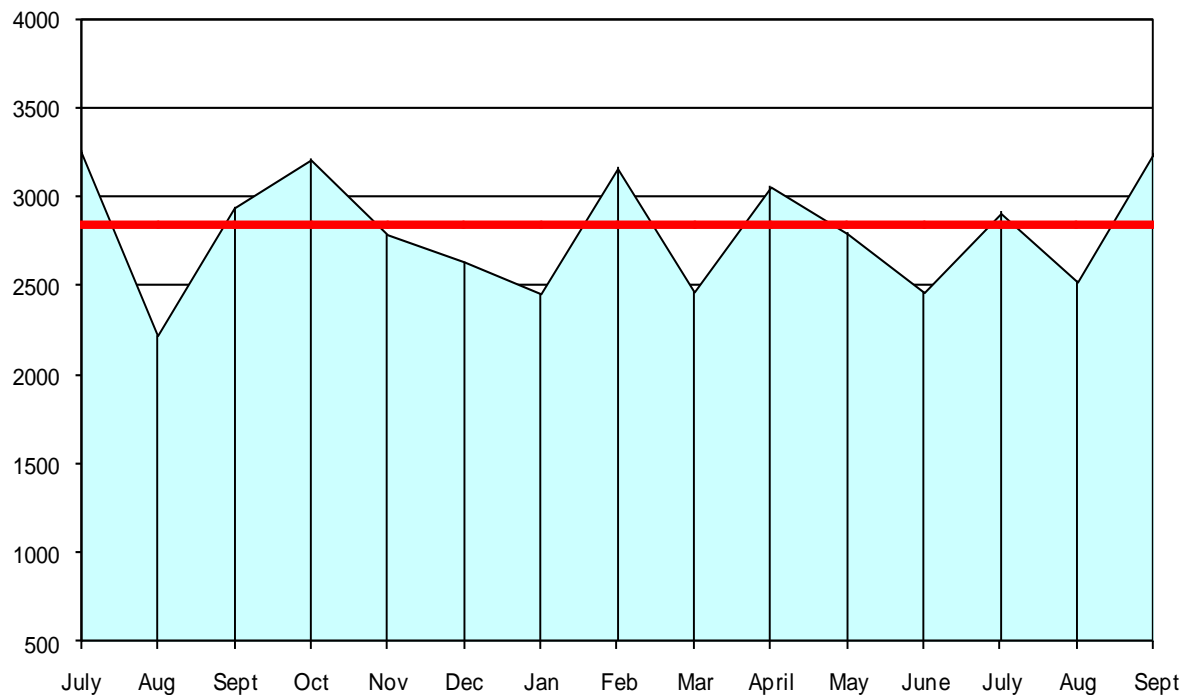
Delayed Trains per 100 Train Trips



- ✓ Goal just missed, 0.61 vs. 0.60
- ✓ Inexperience and new September bid were factors
- ✓ Further analysis underway to determine potential corrective actions

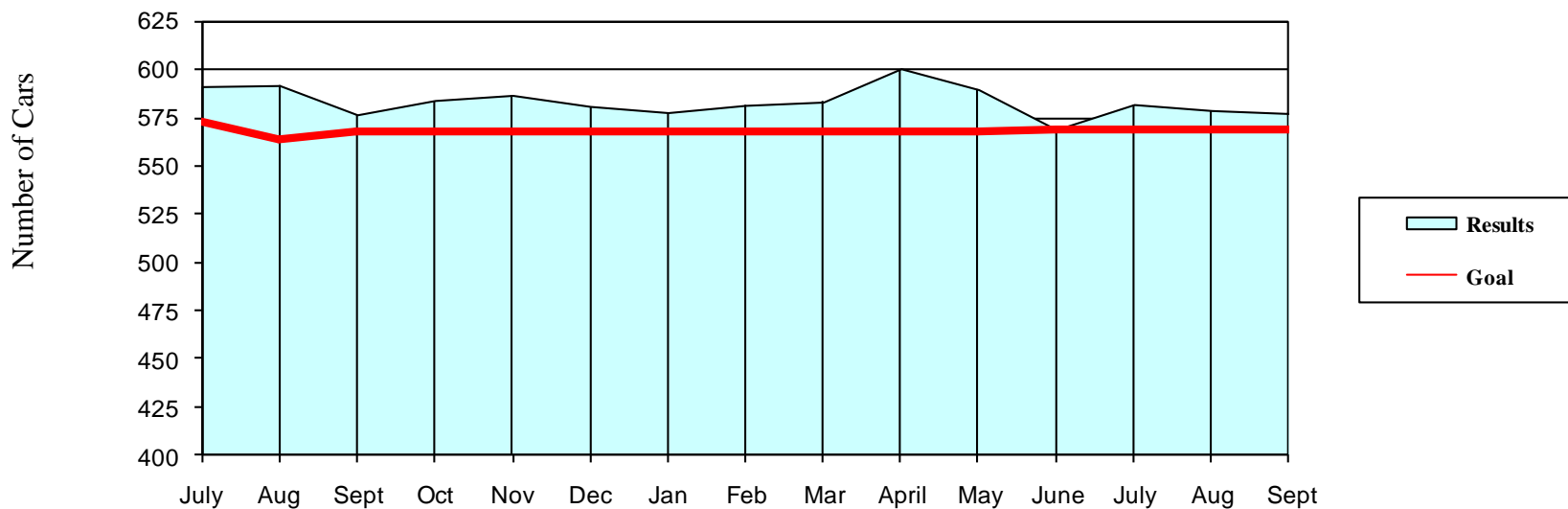
# Car Equipment - Reliability

Mean Time Between Failures (Hours)



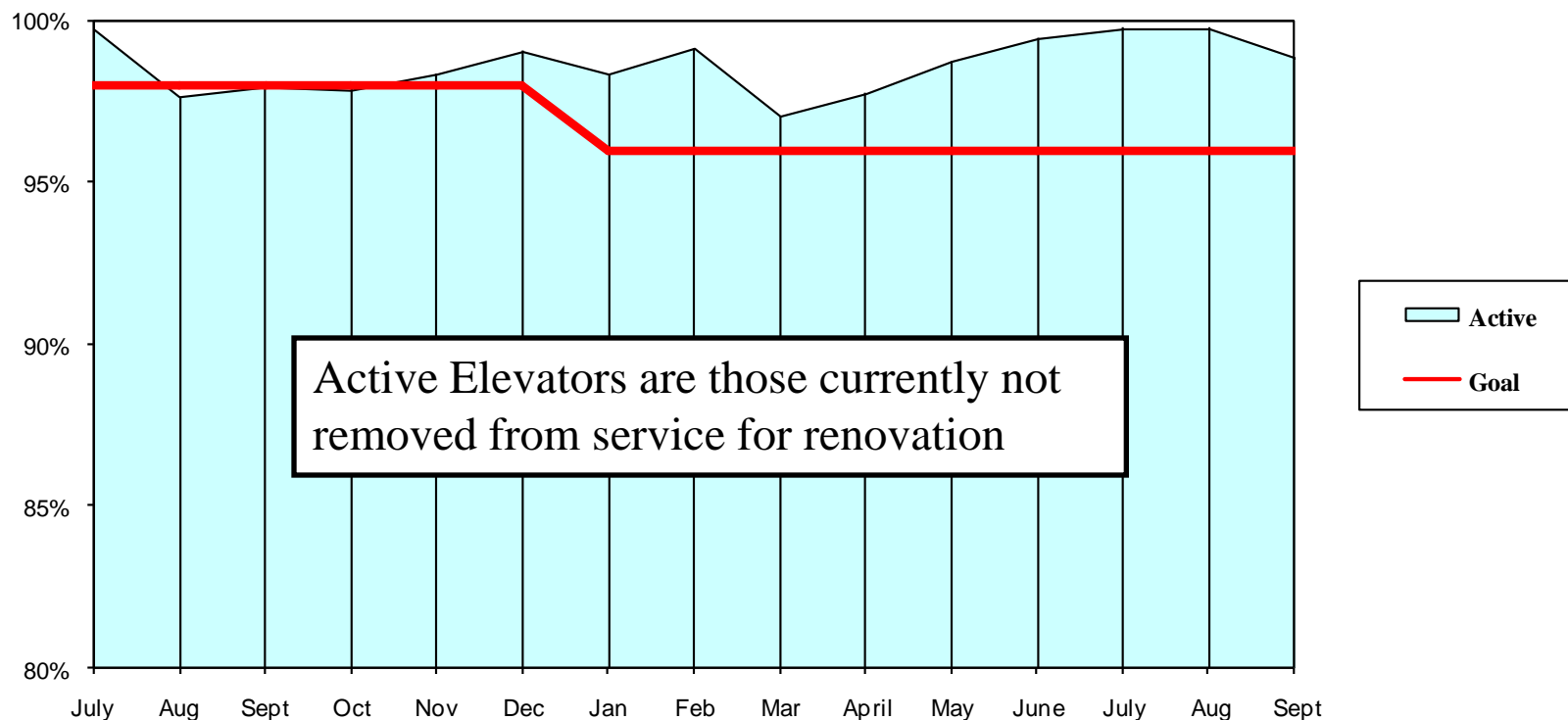
- ✓ Goal met, performance improved
- ✓ August results impacted by several very hot days.

# Car Equipment - Availability @ 0400 hours



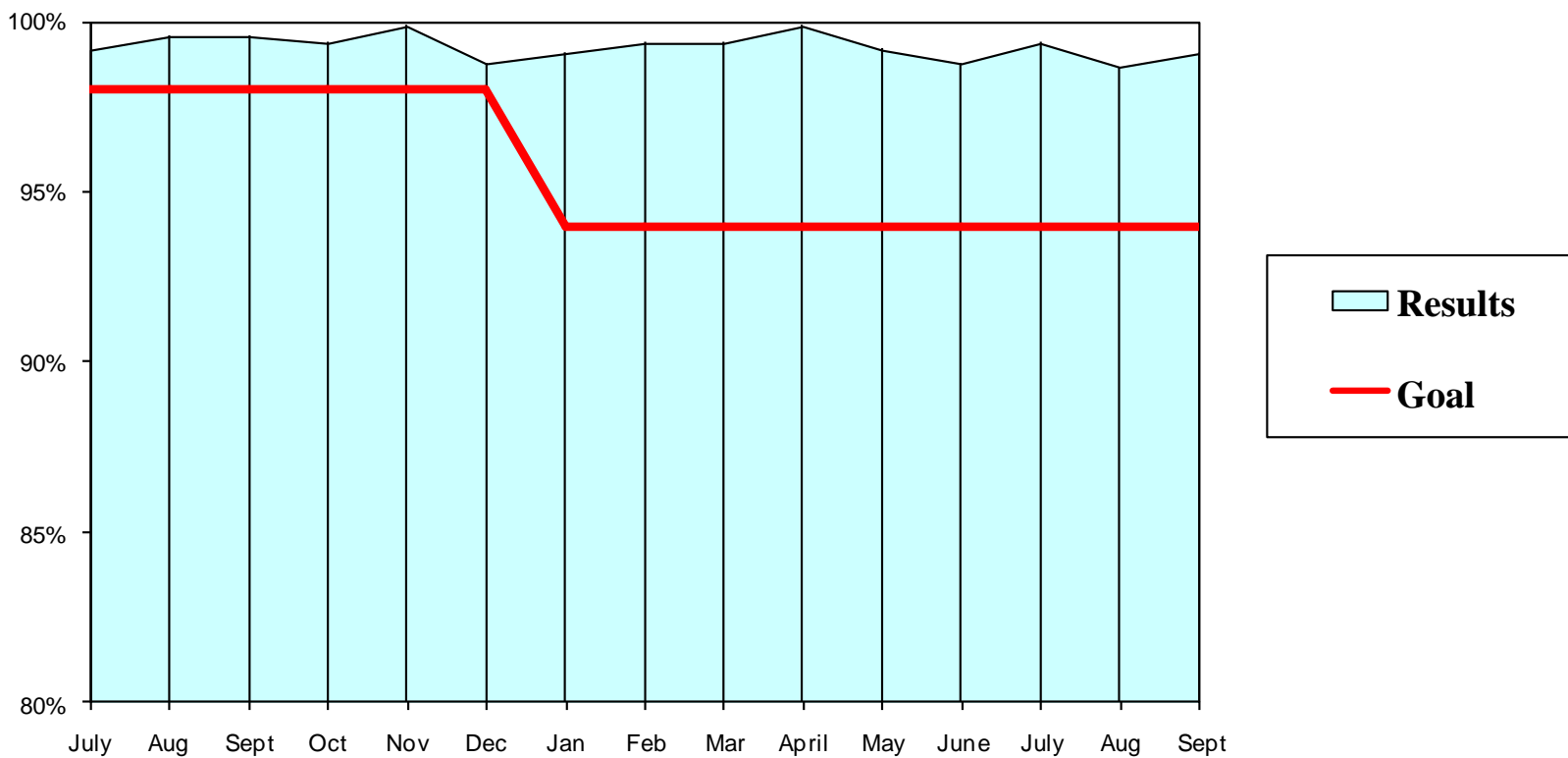
✓ Goal met

# Elevator Availability - Stations



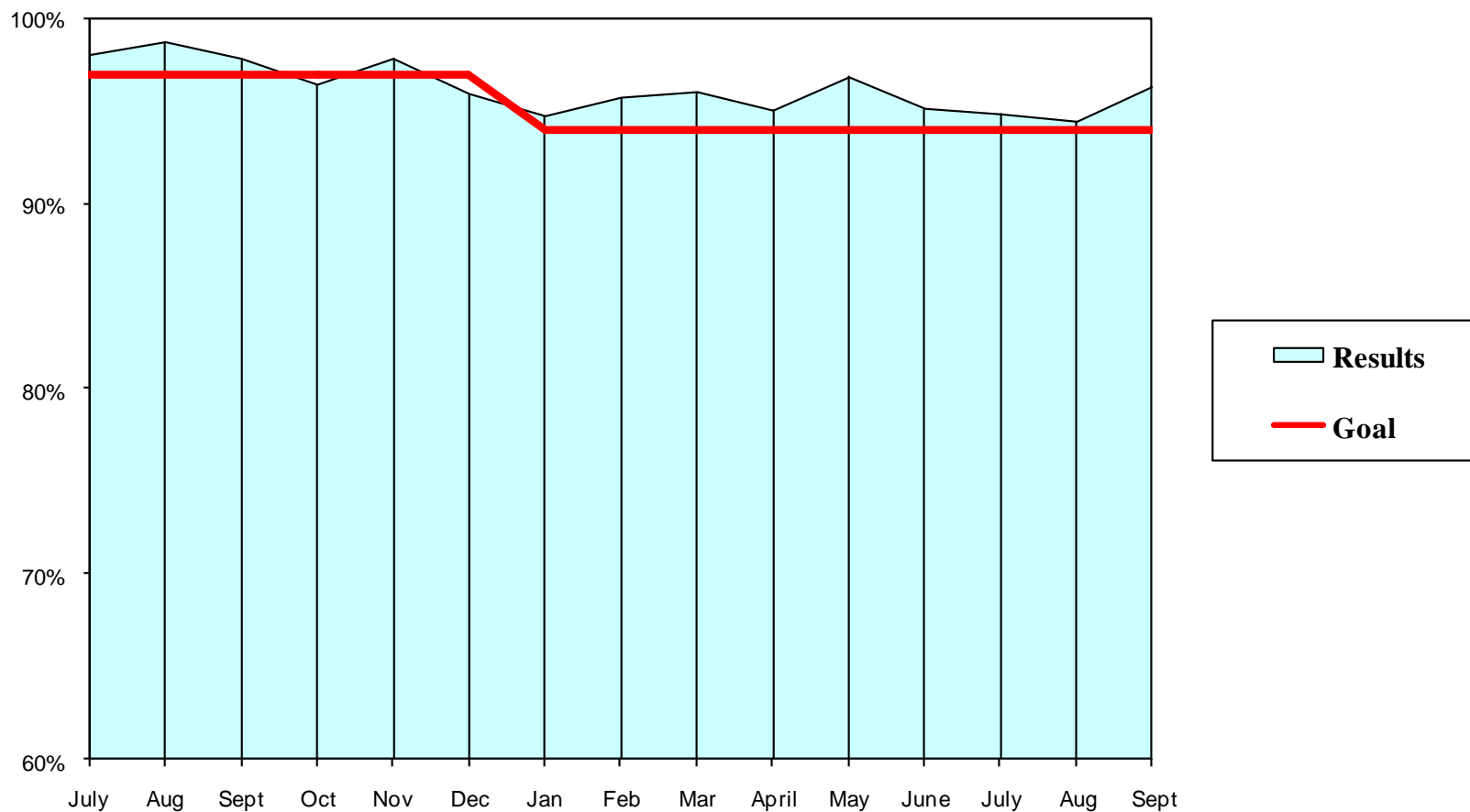
- ✓ Goal exceeded, 99.50% availability
- ✓ Improved performance over last quarter / year.
- ✓ With staffing constraints, station elevators are a priority.

# Elevator Availability - Garage



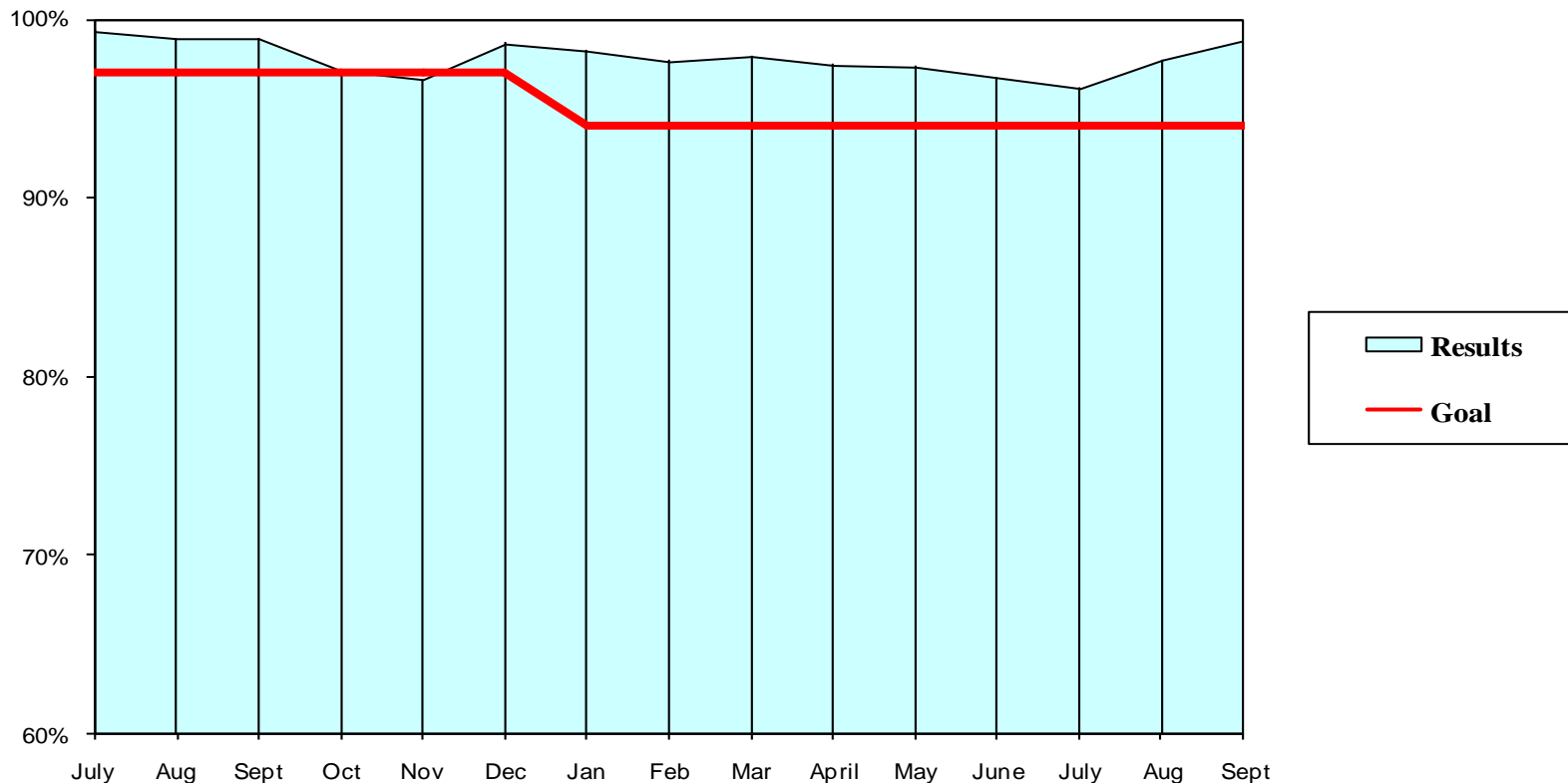
✓ Goal exceeded, 99.07% availability

# Escalator Availability - Street



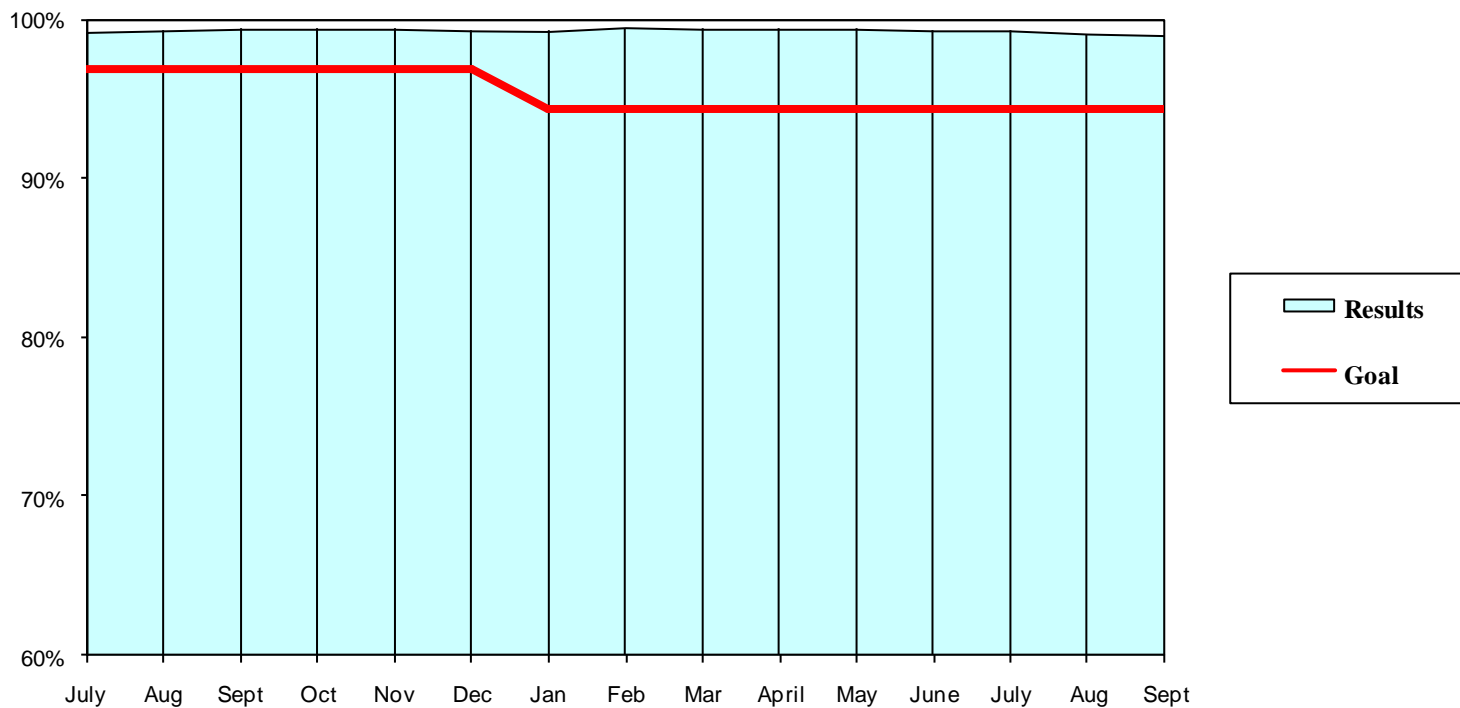
- ✓ Goal exceeded, 95.27% availability
- ✓ Due to resource constraints, priority is to complete PM's; repair response times and upgrades are negatively impacted

# Escalator Availability - Platform



- ✓ Goal exceeded, 97.63%
- ✓ North Berkeley returned to service 8/26
- ✓ Due to resource constraints, priority is to complete PM's; repair response times and upgrades are negatively impacted

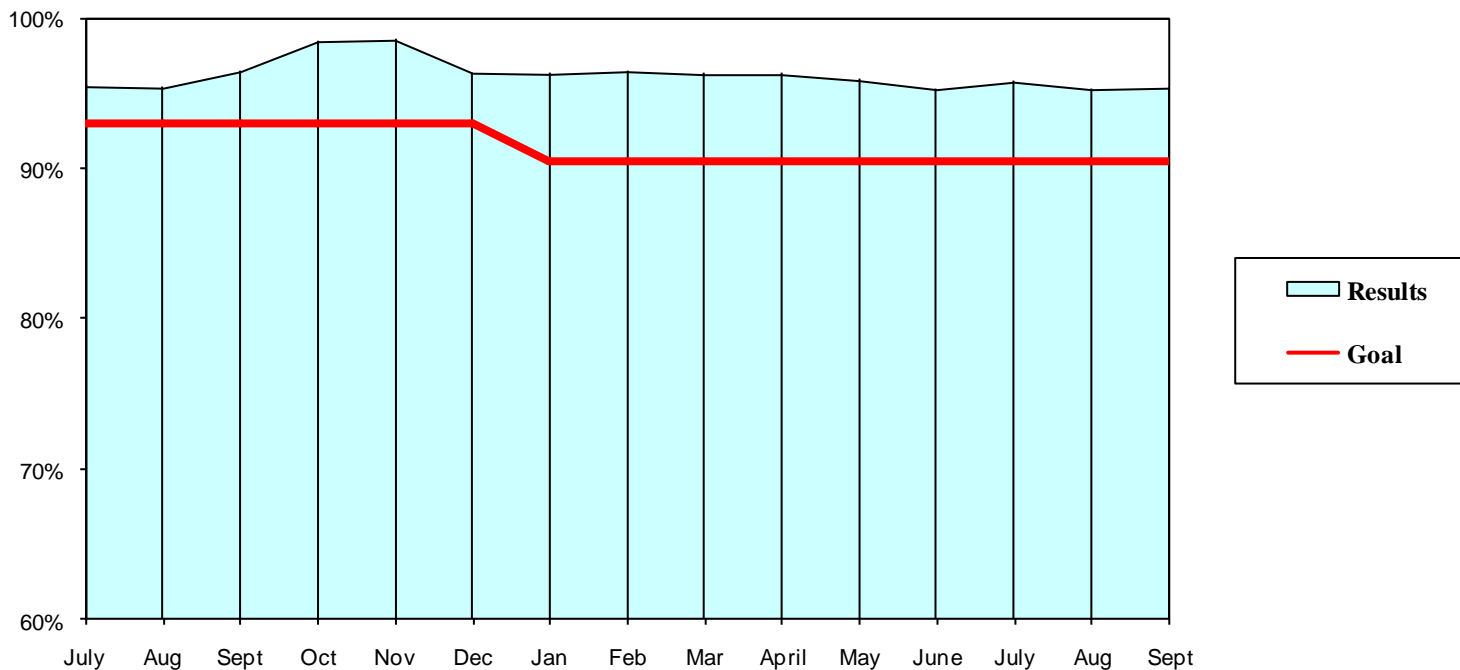
# AFC Gate Availability



✓ Availability of AFC Gates well above goal



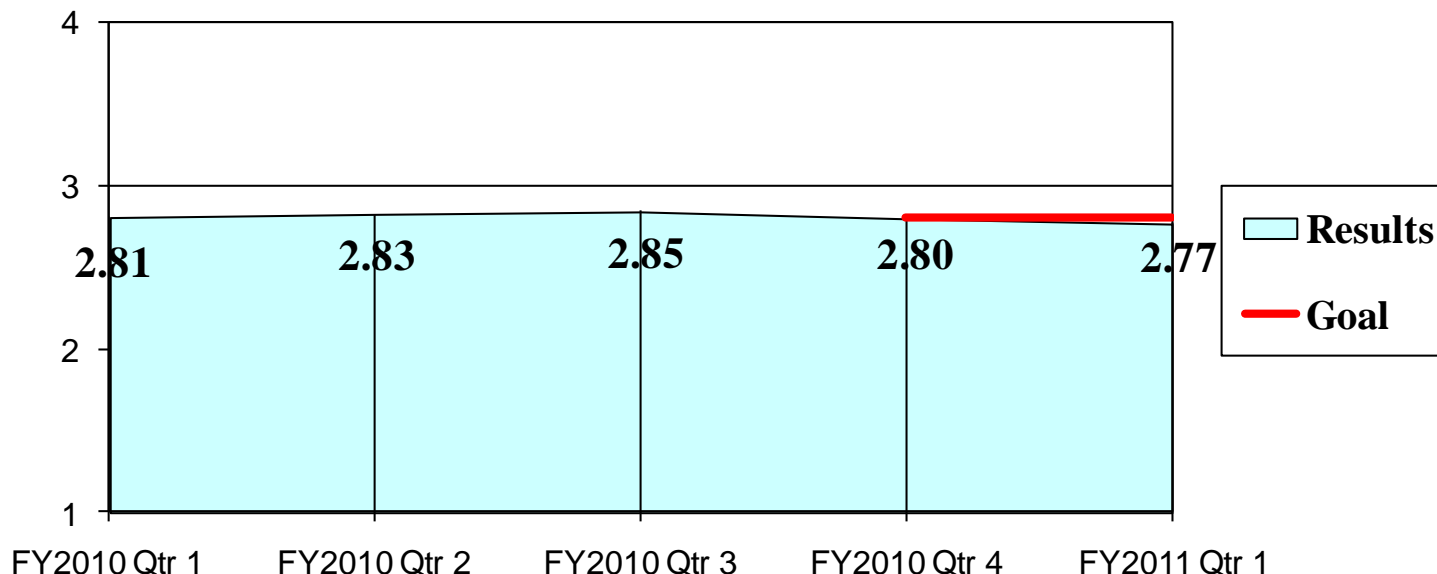
# AFC Vendor Availability



- ✓ Availability AFC Vendors above goal
- ✓ Availability of Add Fare 98%
- ✓ Availability of Parking Machines 96.8%



## Environment - Outside Stations



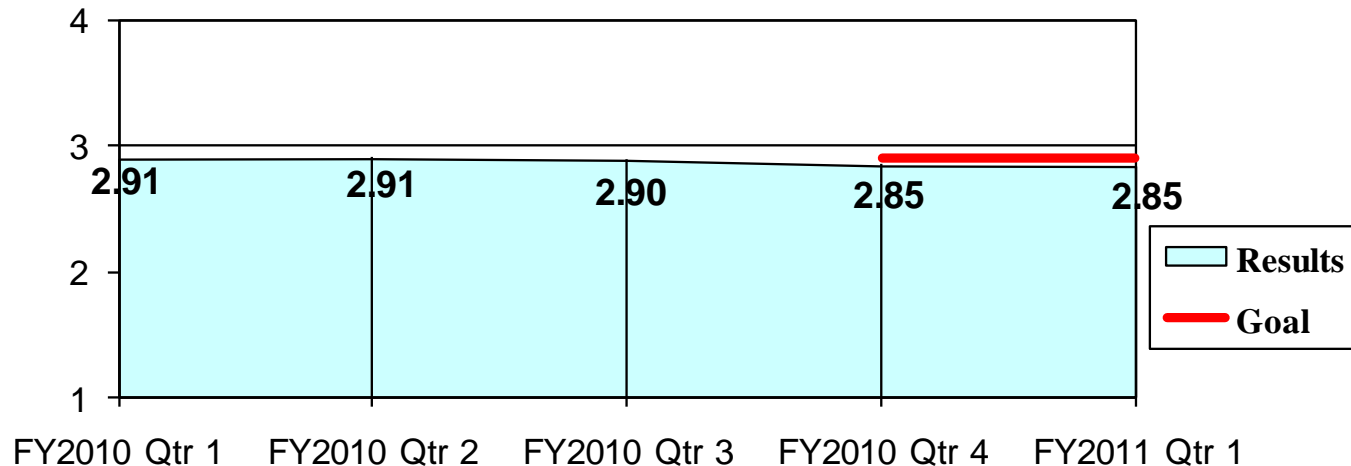
### Composite rating of:

Walkways & Entry Plaza Cleanliness (50%)	2.68
BART Parking Lot Cleanliness (25%)	3.08
Appearance of BART Landscaping (25%)	2.64

- ✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 64.6%      Parking Lots: 82.6%
  - Landscaping Appearance: 63.2%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal of 2.80 established



## Environment - Inside Stations

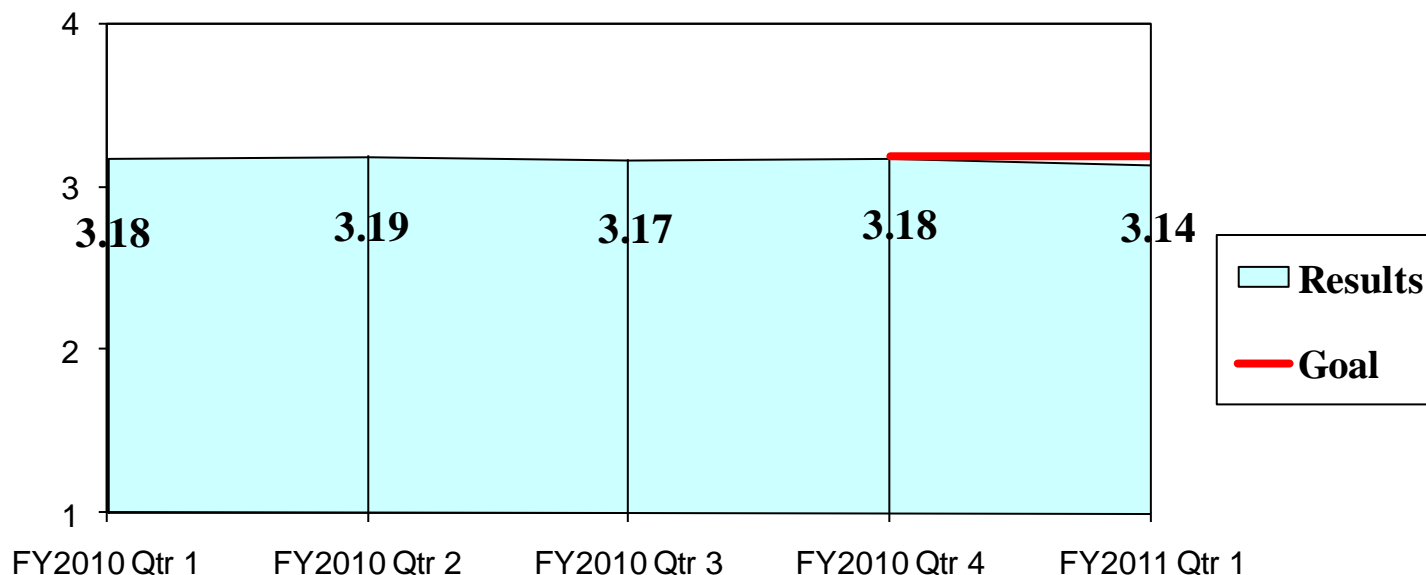


### Composite rating for Cleanliness of:

Station Platform (60%)	3.01
Other Station Areas (20%)	2.81
Restrooms (10%)	2.22
Elevator Cleanliness (10%)	2.57

- ✓ Cleanliness ratings of either Excellent or Good:
  - Station Platform: 79.7%
  - Other Station Areas: 69.3%
  - Restrooms: 39.1%
  - Elevators: 57.3%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal of 2.90 established

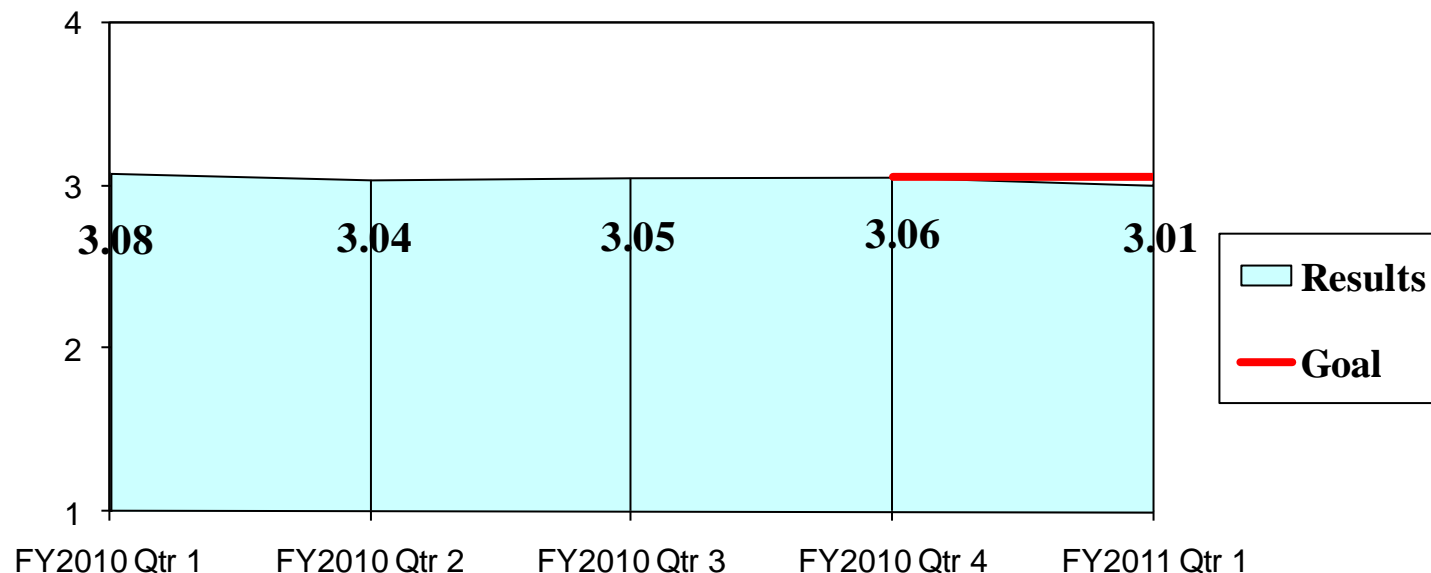
## Station Vandalism



Station Kept Free of Graffiti

- ✓ 85.0% of those surveyed ranked this category as either Excellent or Good
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal of 3.19 established

# Station Services

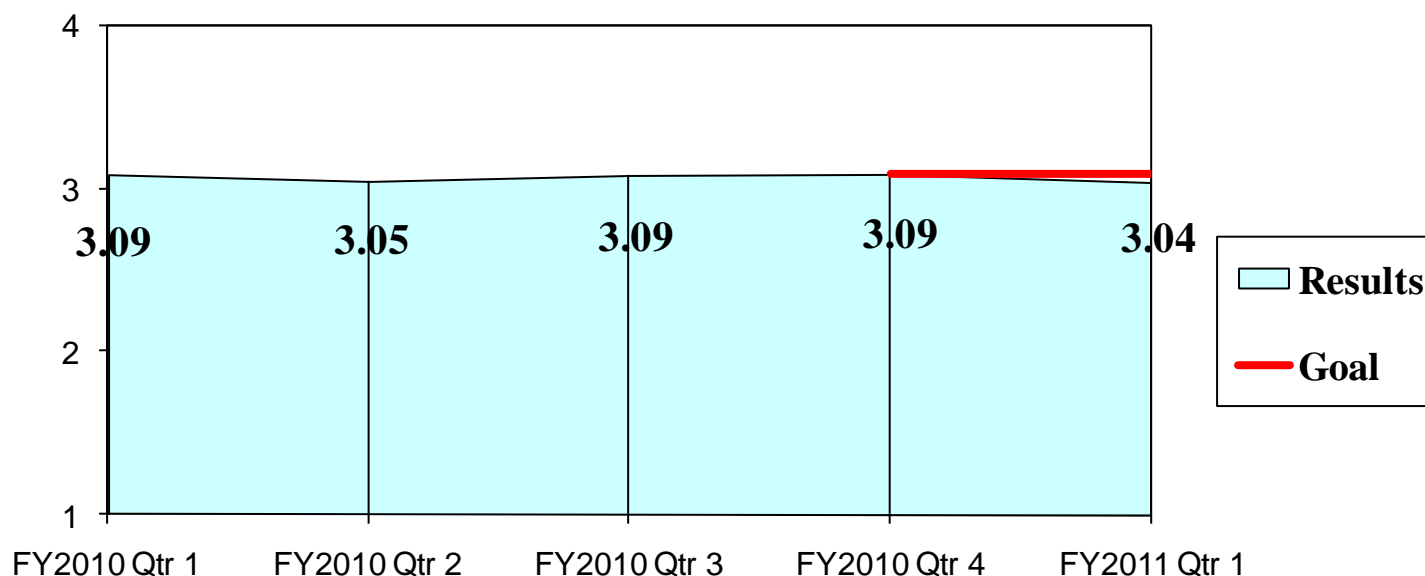


Composite rating of:

Station Agent Availability (65%)	2.94
Brochures Availability (35%)	3.13

- ✓ Availability ratings of either Excellent or Good:  
Station Agents: 77.9%      Brochures: 85.0%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal of 3.06 established

# Train P.A. Announcements

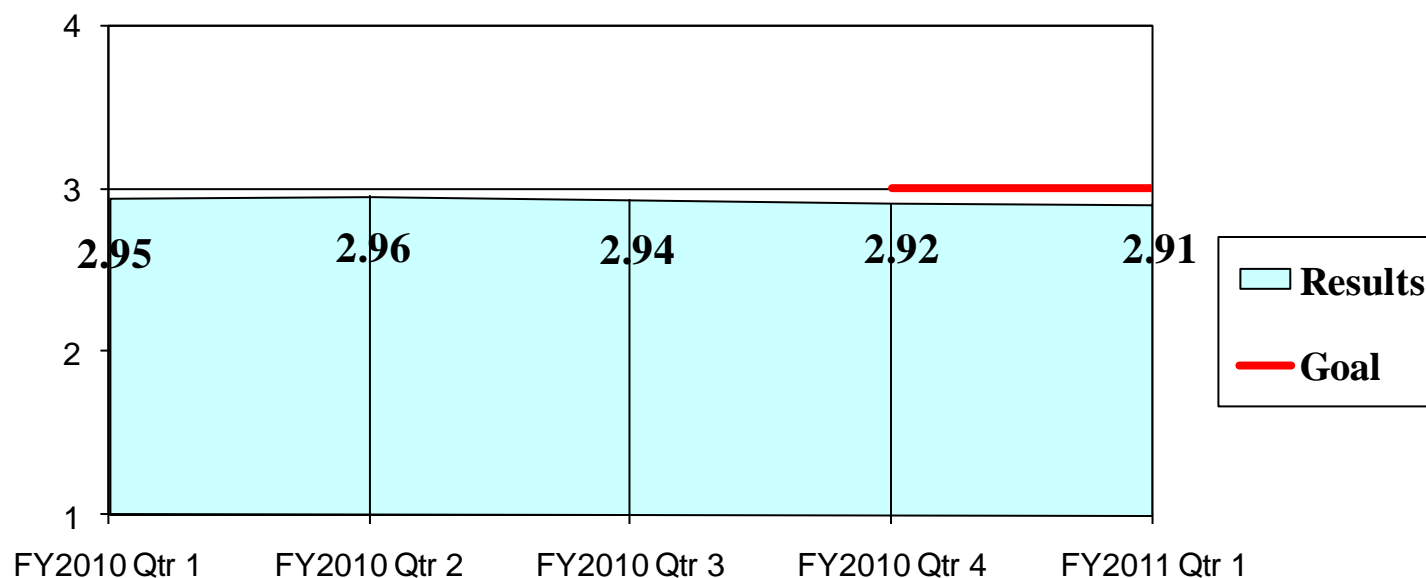


## Composite rating of:

P.A. Arrival Announcements (33%)	3.00
P.A. Transfer Announcements (33%)	2.98
P.A. Destination Announcements (33%)	3.15

- ✓ Announcement ratings of either Excellent or Good:  
 Arrivals: 76.4%      Transfers: 76.3%  
 Destinations: 83.0%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal of 3.09 established

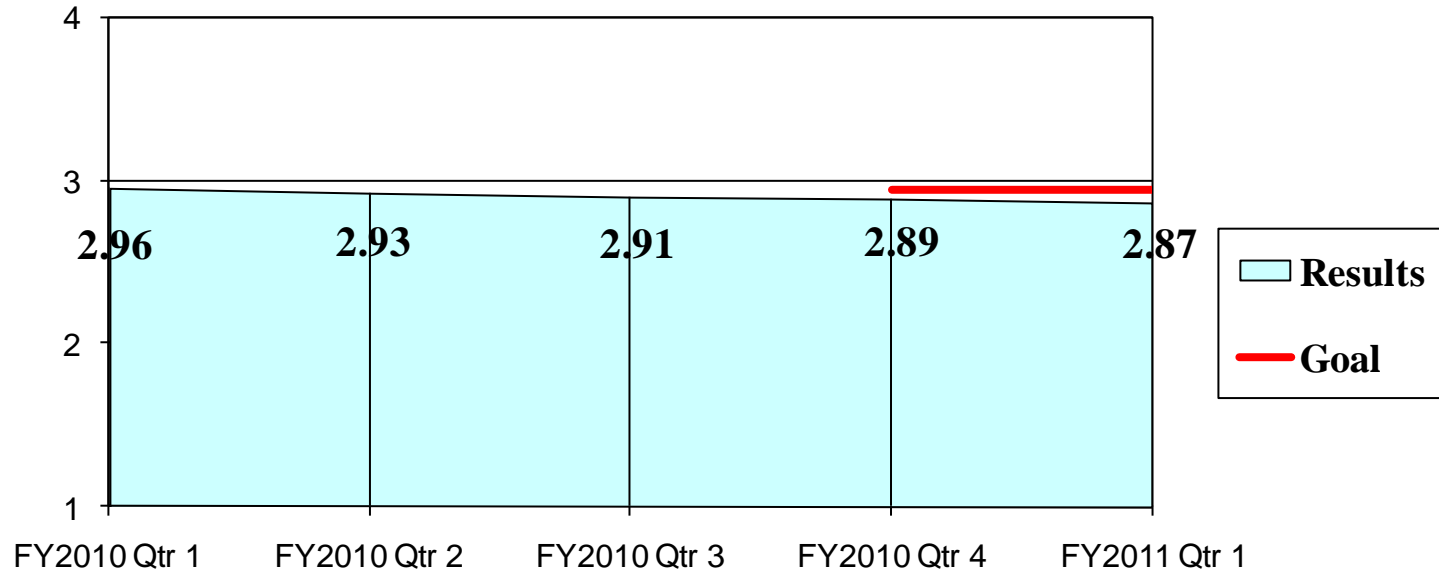
## Train Exterior Appearance



- ✓ 77.6% of those surveyed ranked this category as either Excellent or Good
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal of 3.00 established



# Train Interior Cleanliness



Composite rating of:

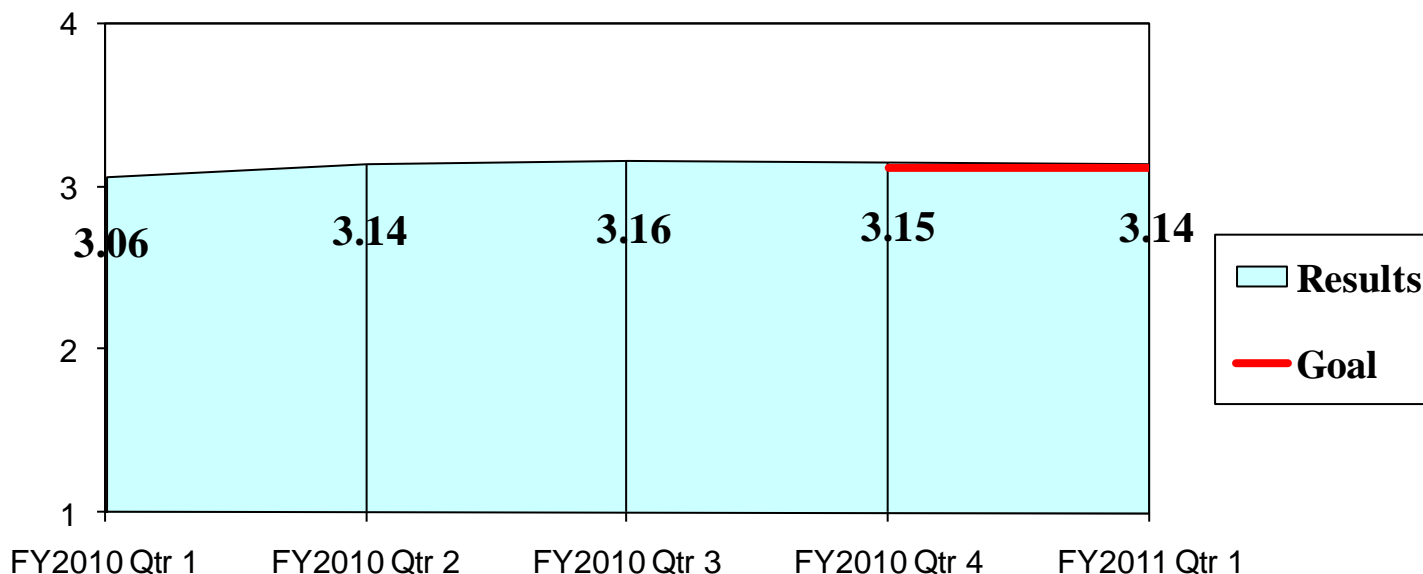
Train interior cleanliness (60%) 2.63

Train interior kept free of graffiti (40%) 3.23

- ✓ Train Interior ratings of either Excellent or Good:  
Cleanliness: 60.1%      Graffiti-free: 89.0%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal of 2.94 established



# Train Temperature

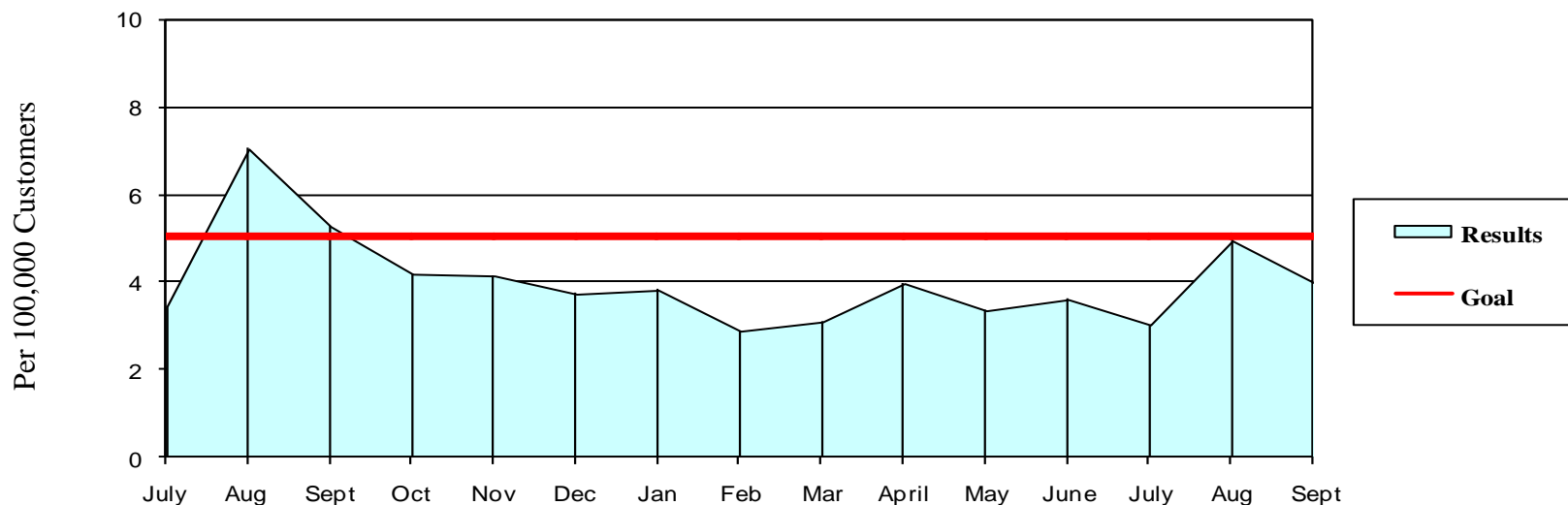


Comfortable Temperature Onboard Train

- ✓ 84.5% of those surveyed ranked this category as either Excellent or Good
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal of 3.12 established

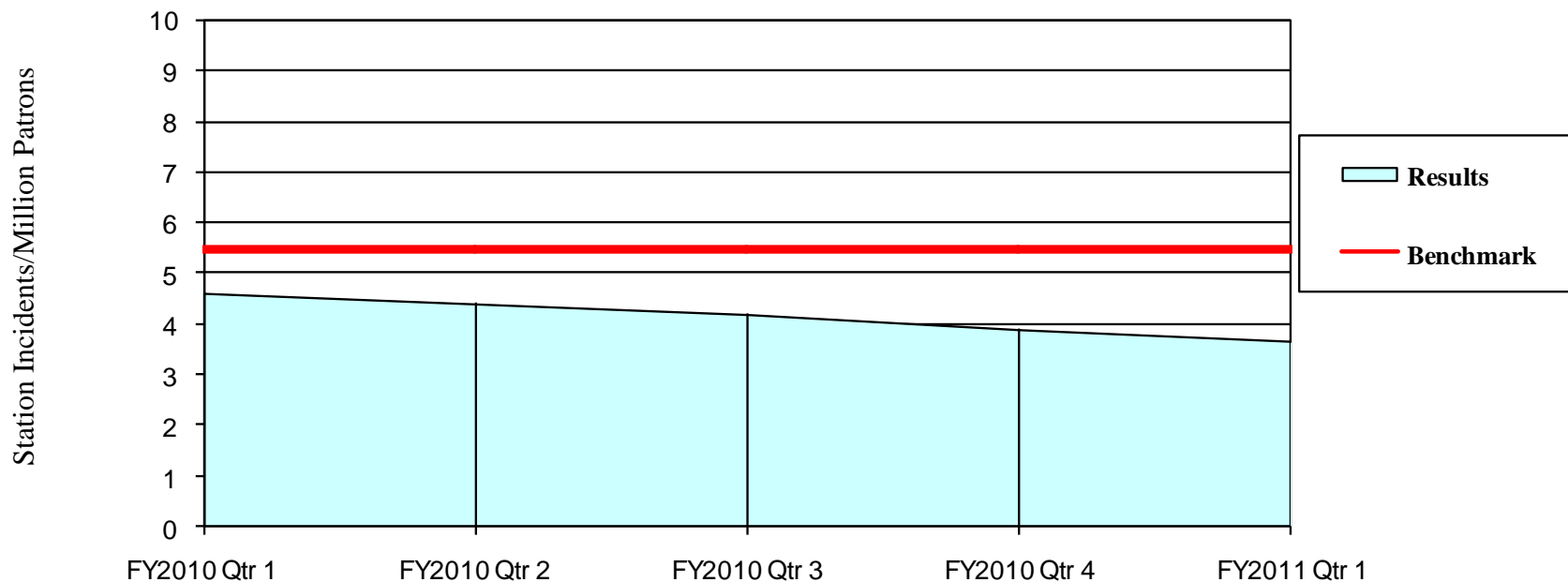
# Customer Complaints

## Complaints Per 100,000 Customers



- ✓ Goal met but total complaints are up 14% from last quarter and down 24% when compared with the first quarter one year ago.
- ✓ Complaints increased for all major categories except Service, Parking, and Personnel
- ✓ Significant increase in complaints about Cleanliness (Train and Station), Announcements, and Policies

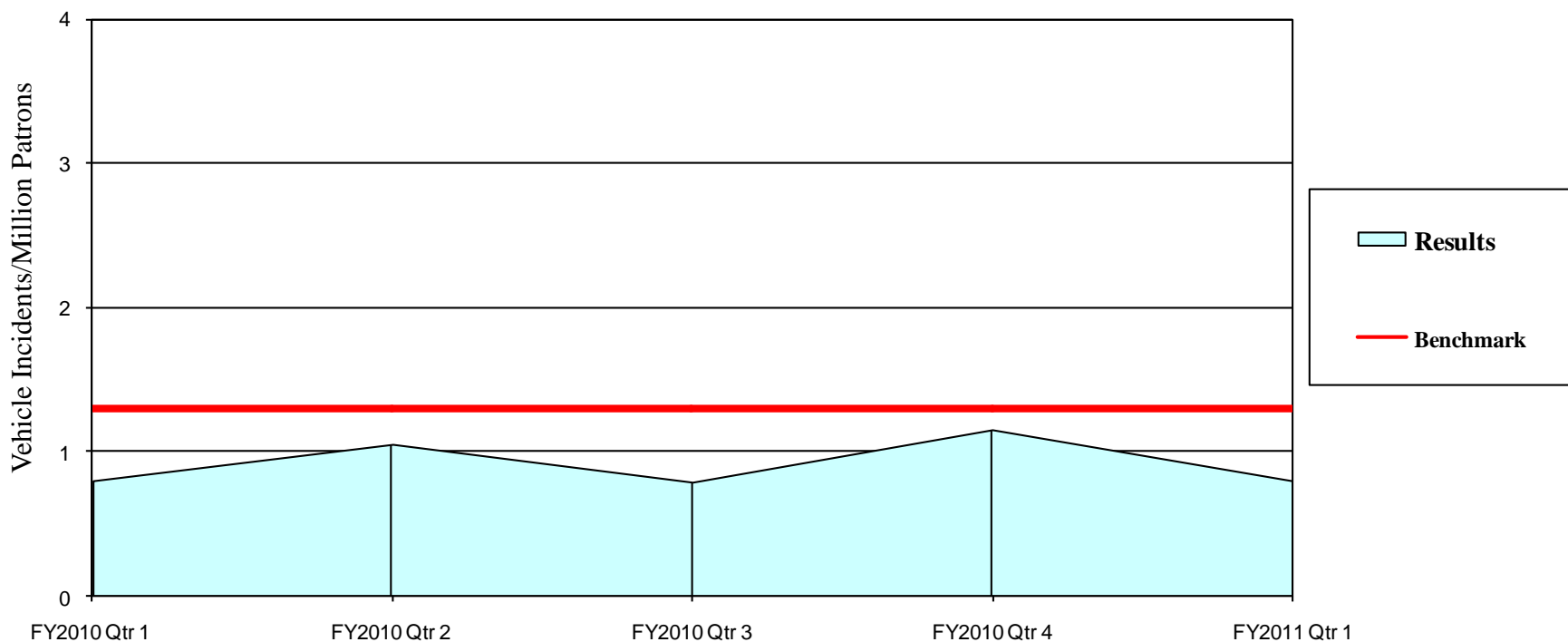
# Patron Safety: Station Incidents per Million Patrons



✓ Down

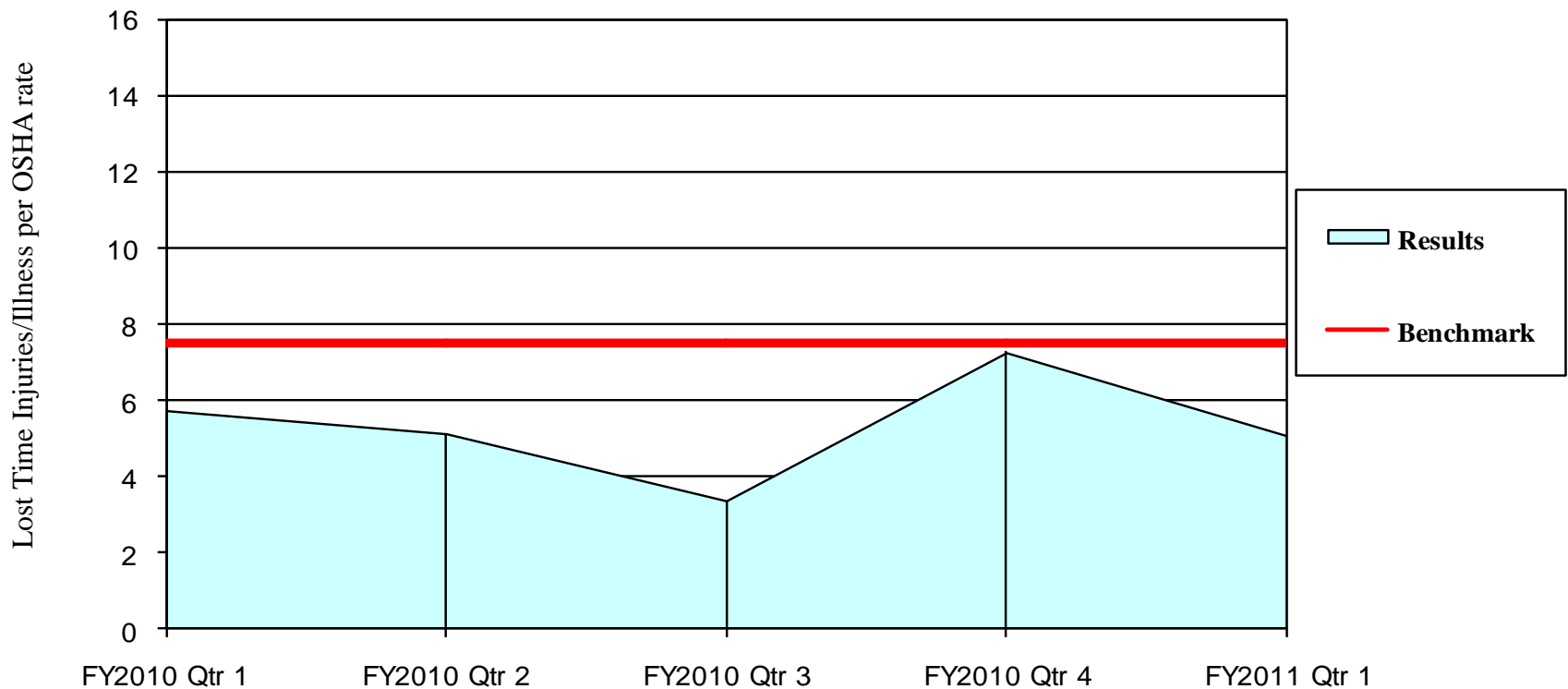
# Patron Safety

## Vehicle Incidents per Million Patrons



✓ Down

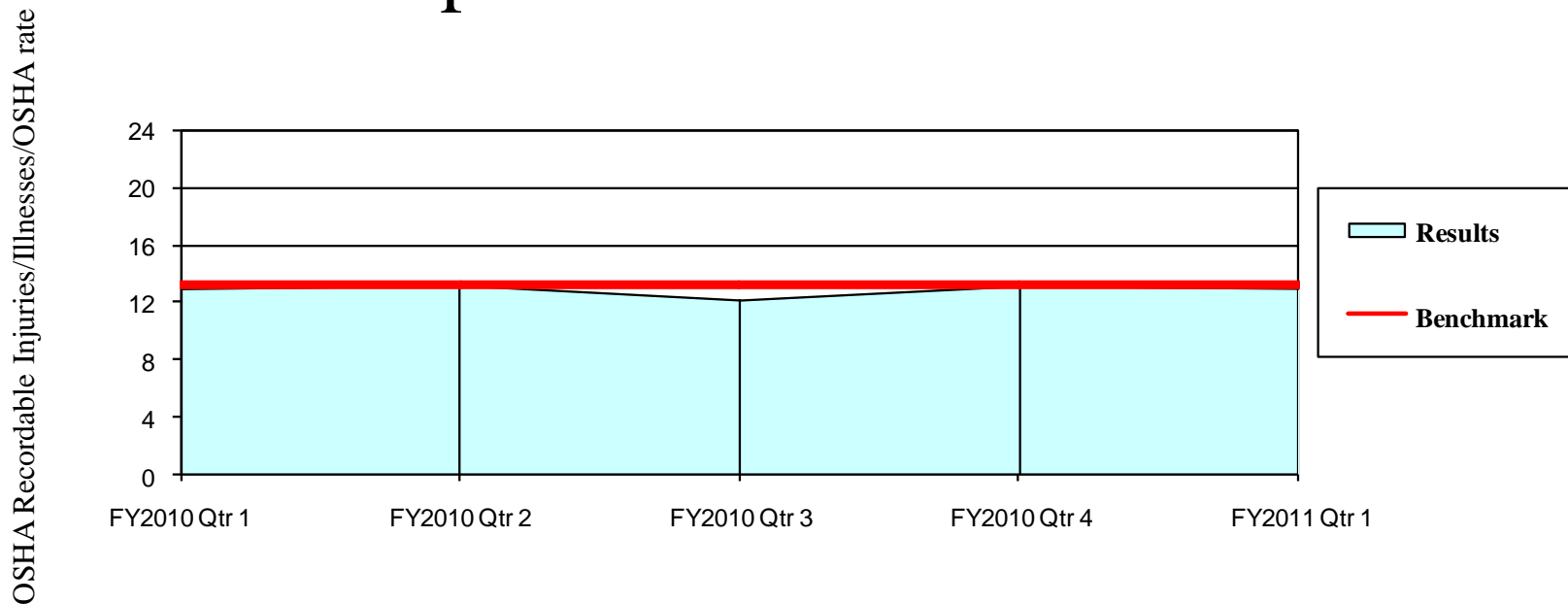
# Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Down

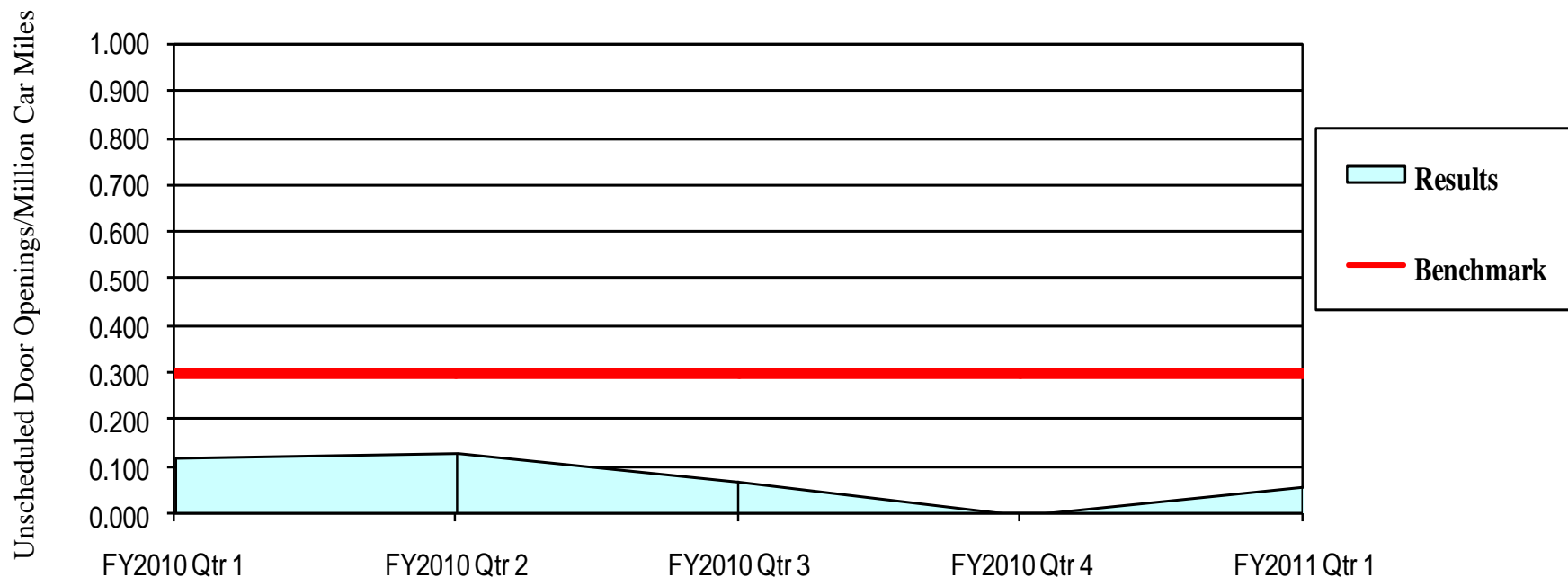
# Employee Safety:

## OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate



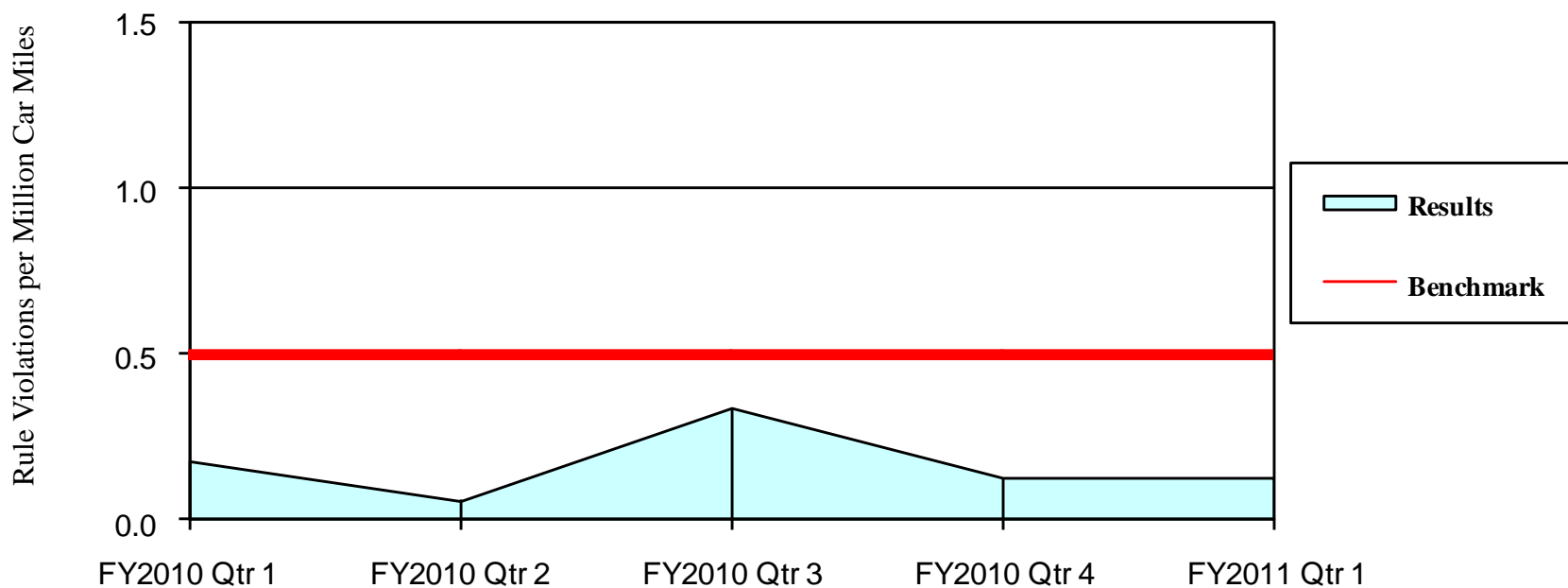
✓ Down

# Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Up

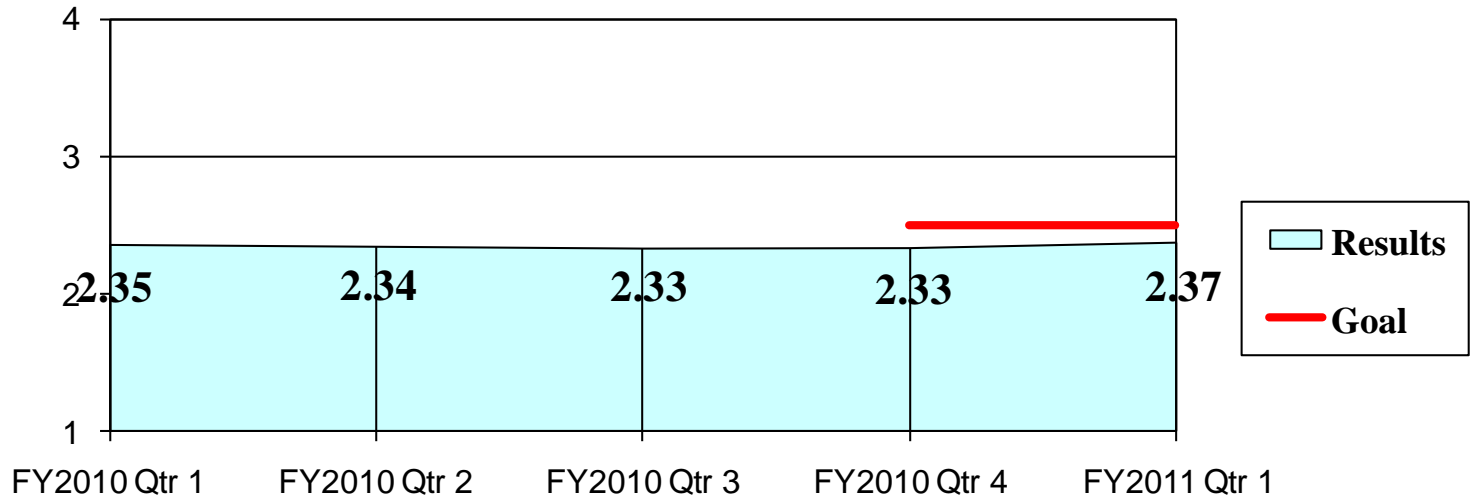
# Operating Safety: Rule Violations per Million Car Miles



✓ No Change



## BART Police Presence

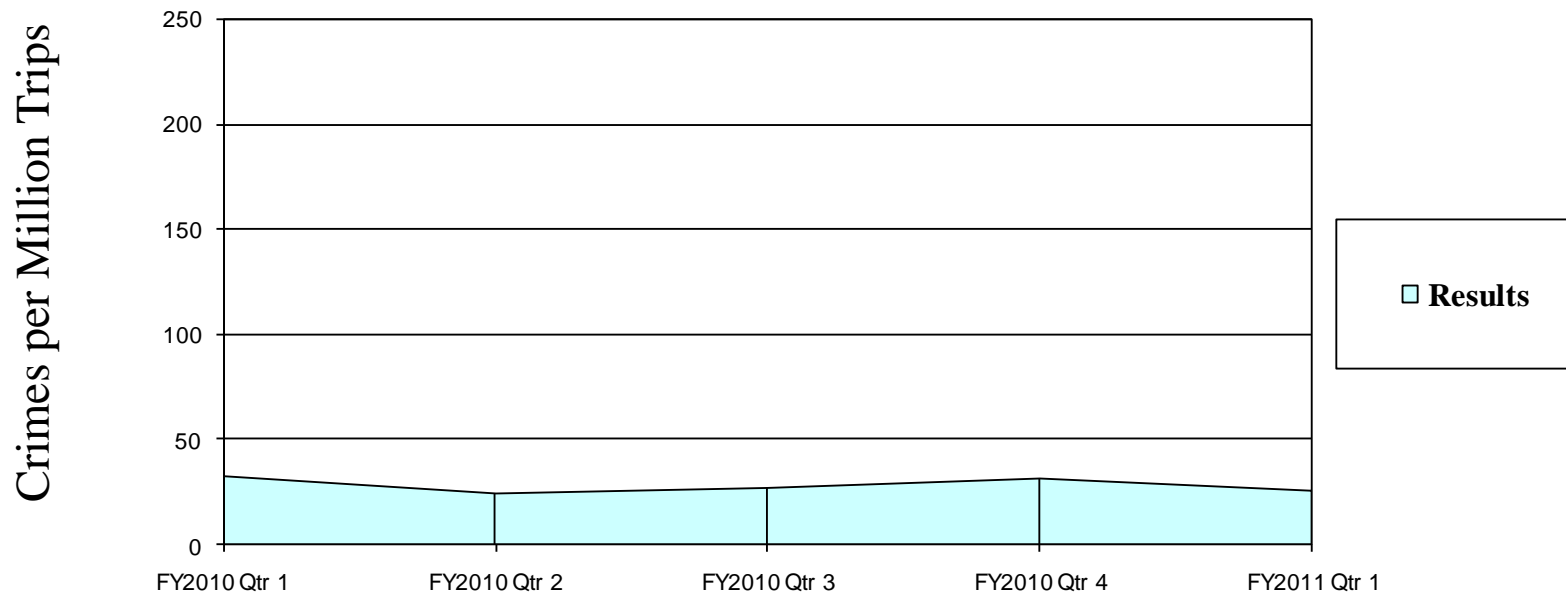


### Composite Rating of Adequate BART Police Presence in:

Stations (33%)	2.40
Parking Lots and Garages (33%)	2.49
Trains (33%)	2.22

- ✓ Adequate Presence ratings of either Excellent or Good:
  - Stations: 47.9%
  - Parking Lots/Garages: 53.7%
  - Trains: 39.6%
- ✓ Ratings guide: 4 = Excellent, 3 = Good, 2 = Only Fair, 1 = Poor
- ✓ Overall goal of 2.50 established

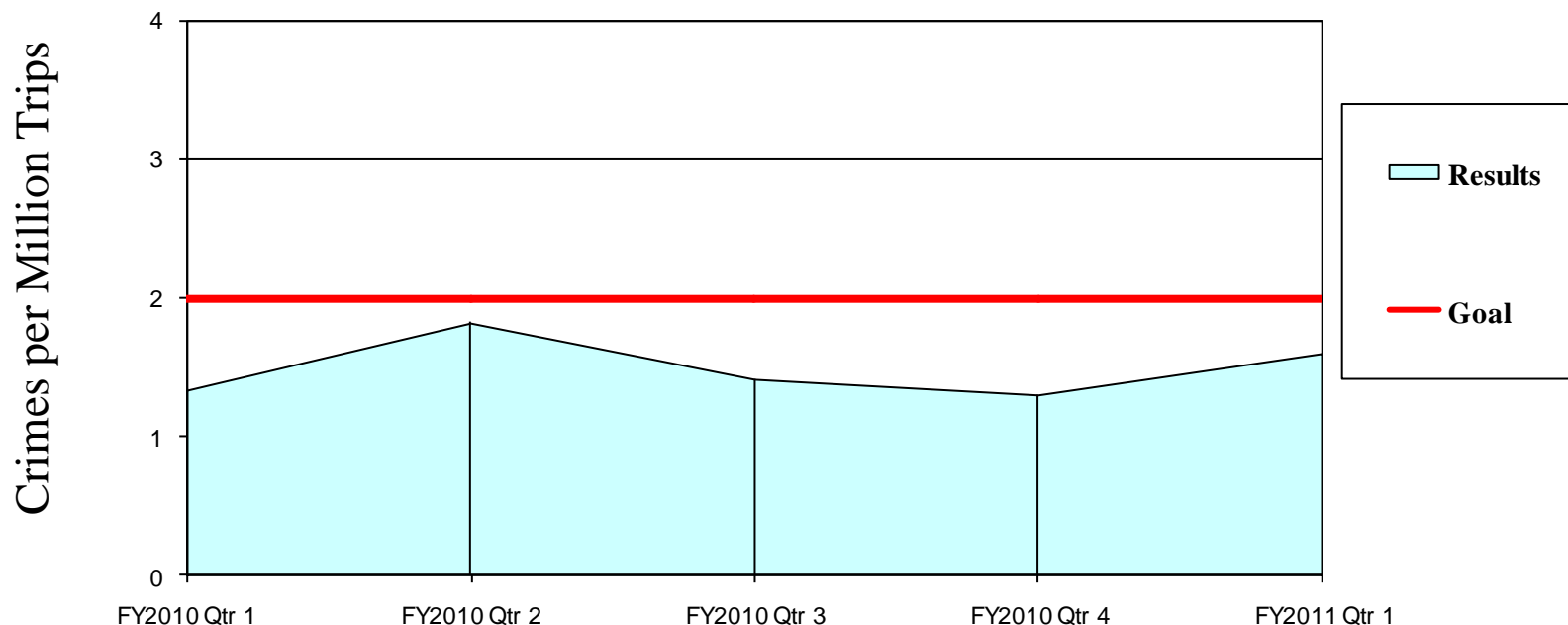
# Quality of Life\*



- ✓ Quality of Life incidents are down from last quarter, and down from the same quarter of last year.

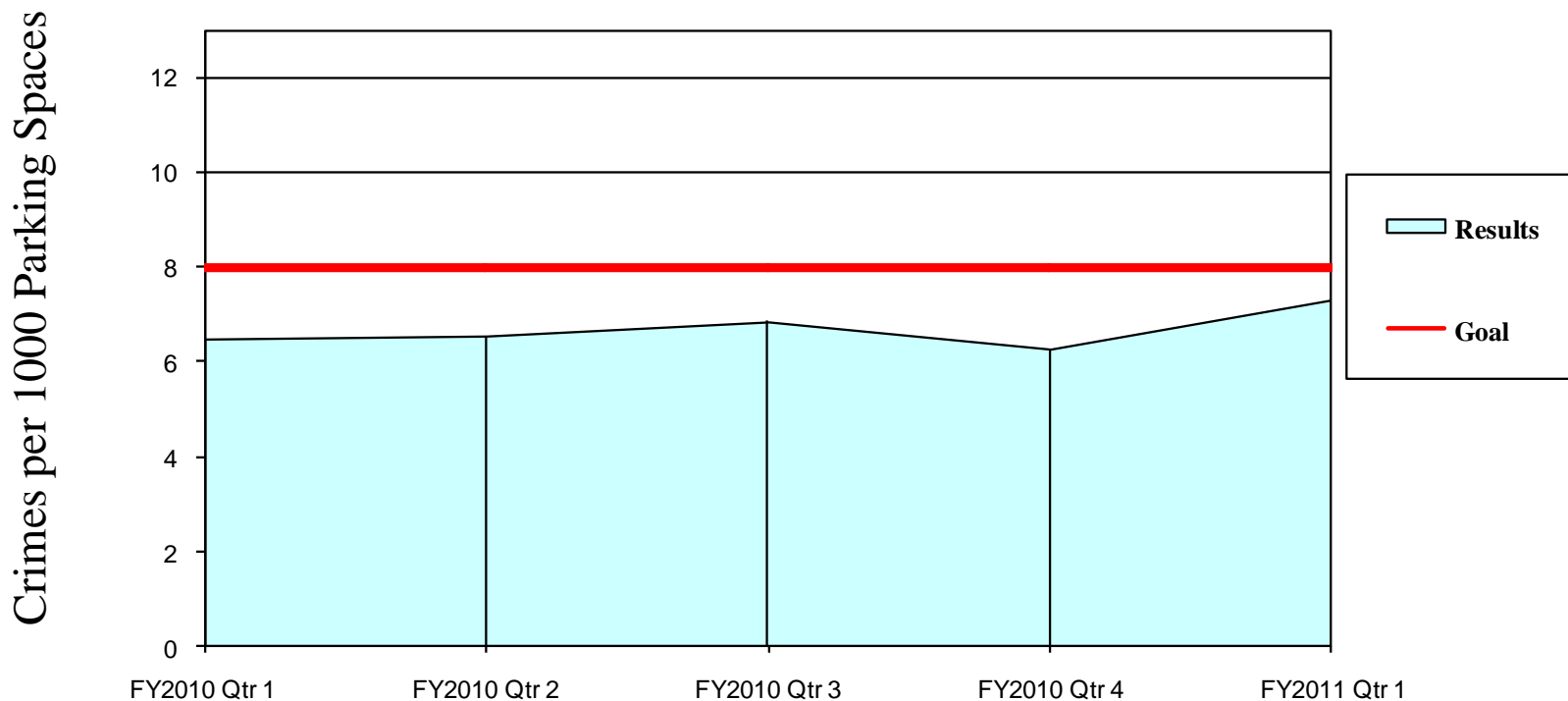
\*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

# Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



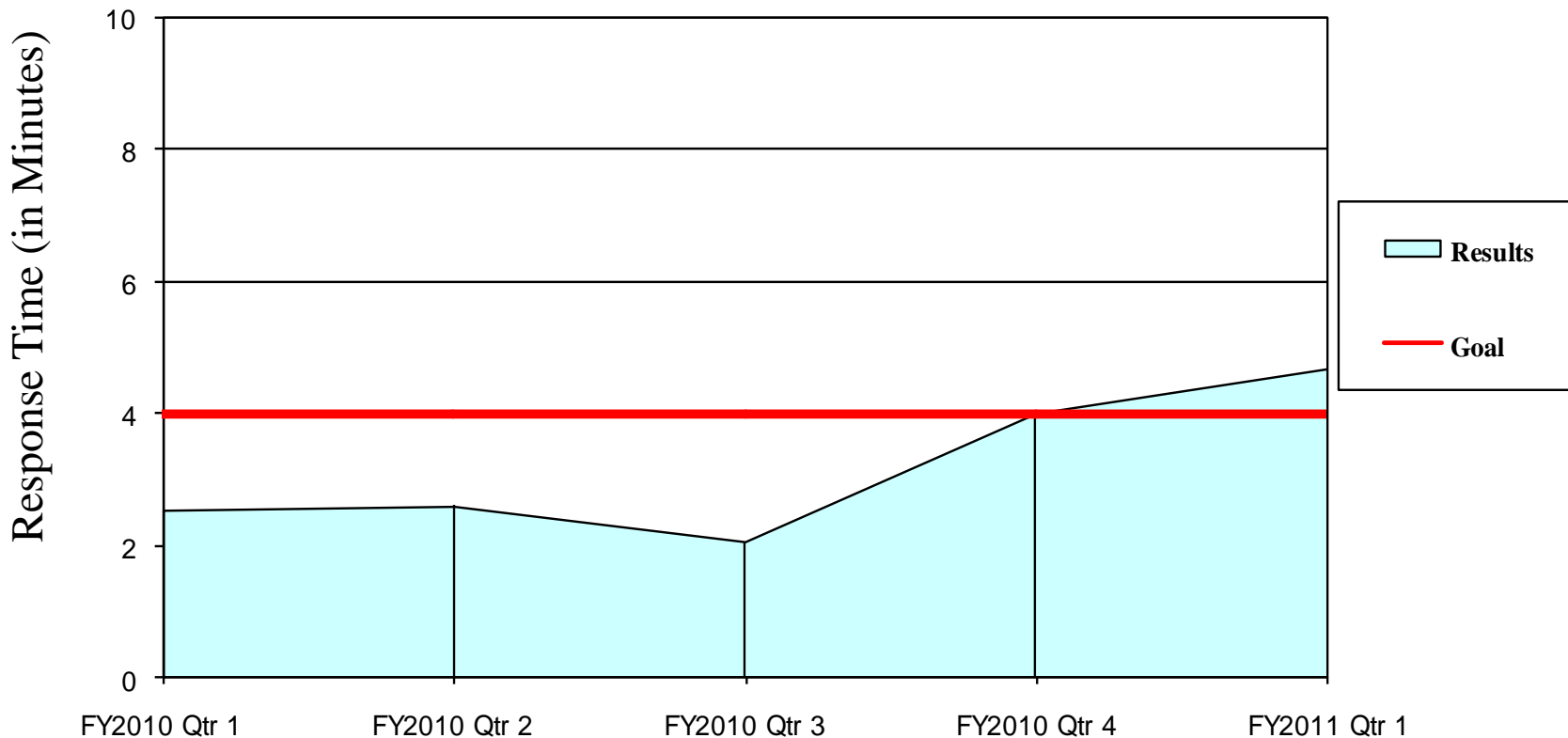
- ✓ Goal met
- ✓ Crimes against persons are up from last quarter, and up from the corresponding quarter of the prior fiscal year

# Auto Theft and Burglary



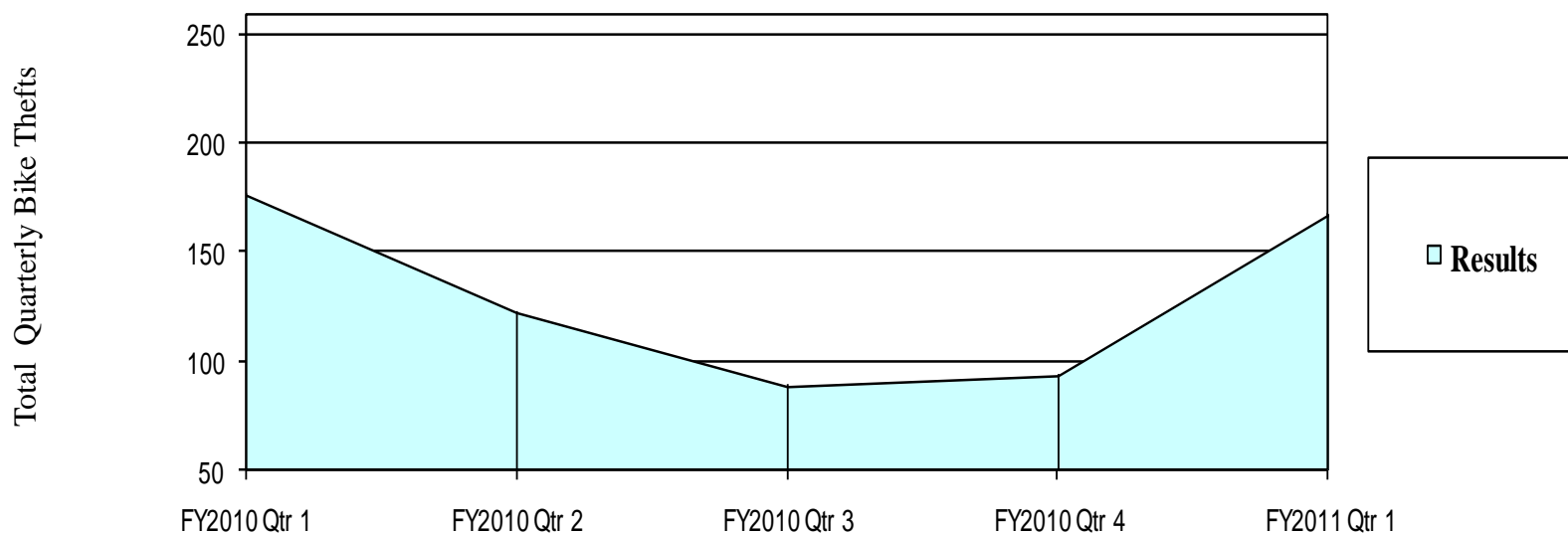
- ✓ Goal met
- ✓ The number of incidents per thousand parking spaces are up from last quarter, and up from the corresponding quarter from the prior fiscal year

# Average Emergency Response Time



✓ Goal not met, the average response time for the quarter was 4.70 minutes

# Bike Theft



- ✓ 168 bike thefts for current quarter, up from 94 last quarter and down from 177 the corresponding quarter from the prior fiscal year